



Meridian Hills Country Club

TITLE: Clubhouse Manager

SALARY RANGE: Commensurate with Experience

FLSA: Salary/Exempt

REPORTS TO: GM/COO

Meridian Hills is a family country club home to 700+ membership families located in the heart of the Midwest. The Club is widely recognized as a premiere facility in Indiana whose tradition of distinguished membership provides exceptional social opportunities, amenities, grounds, and a gathering place year-around for the family. In 2023, the Club is celebrating its 100th Anniversary.

BY THE NUMBERS

- The Club operates with \$10 million in total revenue
- F&B revenues total \$3 million
- 720 total memberships
- 20,000 rounds of golf
- Three Dining Rooms
- One large 200 person event room
- Pool Food service and kitchen
- Outdoor dining off the a la carte dining room
- Halfway House

GENERAL DESCRIPTION

Responsible for managing all daily Clubhouse services. Plans and implements the Clubhouse budget. Creates a cohesive Clubhouse environment by hiring, training, coaching, mentoring, and developing Clubhouse management and team members. Management works as a team and meets daily to review the day and ensure accurate communication. This position is considered a Department Head and reports to our Chief Operating Officer, Chad Schultenover, CCM, CCE. We are deeply committed to a positive working environment with polite and respectful management. This is a "hands-on" position with full member and staff engagement during service hours. The ideal candidate not only has Club experience, but also possesses the following characteristics:

- Passion for the professional work that they perform
- Humility
- Hunger to strive for excellence
- Understands how to perform in a team environment
- Has personal and professional integrity
- Is a good listener
- Enjoys developing others
- Organized
- Has grace under pressure
- Is able to diffuse difficult situations

PRIMARY DUTIES AND RESPONSIBILITIES

Greets members and guests by their name and oversees member and guest service. Ensures maximum member and guest satisfaction. Personally handles members' positive feedback and issues and takes appropriate action.

- Assists the COO in generating long-range plans, operating reports, forecasts, and budgets for the clubhouse.
- Directly supervises the Youth Program Coordinator, Dining Room Managers, Executive Chef, Building Manager, and Aquatics Manager and Locker Room and Housekeeping Manager.
- Develops an operating budget for each Food & Beverage revenue outlet and manages operations to stay within budget.
- Assures that all standard operating procedures for revenue and cost control are in place and consistently used.
- Increases levels of food service quality in all outlets and enhances the overall dining experience for Membership.
- Maintains appearance, upkeep and cleanliness of all food and beverage equipment and facilities, Clubhouse areas, and locker rooms.
- Develops new and innovative ways in which to stimulate member activities and participation in club events.
- Hires, trains, coaches, mentors, develops, supervises, and disciplines staff when appropriate. Manages the long-range staffing needs of the Clubhouse.
- Ensures that effective orientation and training for new staff and professional development activities for experienced staff are planned and implemented.
- Inspects to ensure that all safety, sanitation, preventive maintenance and other daily checklists and standards are consistently met.
- Assures that standard operating procedures for sales and cost control are in place and consistently used.
- Develops policies and procedures for the Clubhouse departments.
- Plans and approves promotions. Collaborates with the Communications Director on marketing and communication including social media.
- Reviews menus and trains staff on menu delivery
- Establishes quantity and quality standards for staff.
- Ensures all legal requirements are consistently adhered to, including wage and hour and federal, state, and local laws
- Attends committee meetings with the COO when appropriate.
- Works with communications to complete written work for weekly emails and monthly newsletters.

OTHER QUALIFICATIONS

- Proven experience managing a la carte dining, banquet and catering, Club events, beverage programs, menu management, and dining service standards.
- Strong working knowledge of bar and beverage programs.
- Seeks new and innovative ways to meet, and respond to, the needs and demands of an ever-changing, diverse age of our membership. Displays strategic thinking, excellence, passion, and advanced forethought.
- Comes to work regularly and on time, follows directions, takes criticism appropriately, gets along with co-workers and supervisors, treats co-workers, supervisors and members and guests with respect and courtesy.
- Is a complete team player, meets deadlines and follows through on requests and questions from members and QCCC team members. Proactively seek solutions.
- Involves team members in the decision-making process.
- Displays an understanding of facilities and membership management.
- Displays working knowledge of financial acumen, human resource policies and regulations, food and beverage and club industry.
- Skilled in hiring, supervising, managing, and developing high achieving employees.
- Perpetual training and coaching are essential.
- Organized, predictable, consistent and detail oriented with the ability to multi-task and prioritize competing or conflicting projects. Demonstrates excellent time management and follow-through skills.

- Patient, professional demeanor with superior verbal and written communication skills
- Proficient with Microsoft Office, calendar software, spreadsheets, report preparation and membership database management. Familiarity with social media as a business tool desired.
- The qualified candidate should come to our club seeking to receive the training necessary to be a successful COO at any club in the United States.

EDUCATIONAL AND EXPERIENCE REQUIRED: A minimum of 3-5 years' experience in club management and specifically food and beverage management.

Educational and Experience Preferred: Bachelor's degree in Hospitality is strongly preferred. Active in CMAA and pursuing CCM designation.

WORKING CONDITIONS AND PHYSICAL REQUIREMENTS: The physical demands described here are representative of those that must be met by an employee to successfully perform the essential duties and responsibilities of this position:

- The employee is regularly required to stand and/or sit for long hours.
- Works weekends, holiday's, and nights.
- Must be able to talk and hear in person and by telephone.
- Must be able to use hands and fingers to operate, handle, or feel office equipment.
- Must reach with hands and arms.
- Work is performed in a professional office setting utilizing telephone, computer, and other office equipment.
- While performing duties of this class, the employee is regularly required to work on multiple concurrent tasks with constant interruptions, read and interpret documents and information; use oral communication skills; interact with Meridian Hills Country Club staff, membership, the general public, and others encountered in the course of work, some of who will be dissatisfied and/or angry individuals.
- Ability to perform first aid and CPR while utilizing the emergency equipment.
- Move or lift objects up to 30 pounds.
- Must be able to climb, crawl, reach, stoop, kneel, crouch, crawl, push or pull.
- Communication, to include: reading, hearing, and talking with employees and members.
- Must have close, distance, peripheral, and color vision along with the ability to adjust focus.

The statements above are intended to describe the general nature and level of work being performed by people assigned to this job. They do not constitute an employment agreement between the employer and employee; other duties may be assigned as the needs of the employer and requirements of the job change for the company's overall benefit.

To apply, please email your cover letter and resume to Chad Schultenover, CCM, CCE at cschultenover@mhcc-indy.com