



Clubhouse Manager

POSITION SUMMARY

Ballantyne Country Club is a premier, family oriented, Private Country Club located in Charlotte, NC. We are seeking a dynamic leader to partner with the management team in the operations of the Clubhouse and Food and Beverage department. Individual should have past success in delivering exceptional experiences while meeting the Clubs financial obligations. Also, responsible for supporting the Clubhouse maintenance team in day-to-day operations and long-term planning for all of the property.

EDUCATION, EXPERIENCE AND SKILLS REQUIRED

- Bachelor's degree from an accredited four-year college preferred.
- 4+ years of progressive experience in a private, member-owned club is highly desired or experience in a fine dining restaurant.
- Career track record that demonstrates commitment to current and previous employers.
- Experience in food and beverage hospitality
- Strong organizational, leadership and problem-solving skills.
- Special Event / Banquet execution experience a plus.
- Excellent interpersonal and communication skills, both written and verbal that allow for smooth interactions with members, vendors, and team.
- Above average computer skills Word, Excel and PowerPoint programs; must be able to compose and create reports, letters, memos, and menus.
- Must exhibit abilities to develop a highly motivated team.

Primary responsibilities include, (but not limited to):

- Directly reports to General Manager/COO.
- Leads team consisting of clubhouse maintenance engineer, F&B outlet managers, servers, hosts, and bartenders.

- Continuous, measurable service training is a premium placed upon this position.
- Works closely with Executive Chef (menu design for Member Dining and Banquets), Assistant F&B Manager (coach) and Catering Sales Director (sales initiatives).
- Works closely with Controller and Accounts Receivable to ensure accuracy of all F&B payroll and billings of events.
- Participates in on-going facility inspections throughout the Club and outlets to assure that cleanliness, maintenance, safety, and other standards are consistently attained.
- Assist GM with F&B and Clubhouse Maintenance business planning process (annual budget and capital needs).
- Hires and trains all service staff and front-line F&B managers; this includes performance management.
- Directly responsible for dining, club events, and specialty catering reservations, and/or Banquet Event Orders generated via catering sales department.

ESSENTIAL RESPONSIBILITIES

- Have a working knowledge of laws, legal codes, government regulations regarding the food service industry, local liquor laws, health and safety standard and team member on the job injury reporting requirements.
- Knowledge of business and management principles involved in strategic planning, resource allocation, leadership techniques, production methods, and coordination of people and resources.
- Knowledge of principles and processes for providing member services; this includes member needs assessment, meeting quality standards for services, and evaluation of member satisfaction.
- Be able to schedule and monitor labor in an efficient, productive and profitable manner.
- Be able to schedule and facilitate supervision of all Clubhouse personnel with optimal management coverage from opening to close of daily operations. (i.e., the Clubhouse Manager is expected to be at the club during peak business levels, special events, etc.).
- Have complete menu knowledge including the cost of the individual menu items.
- Have both front of the house and back of the house skills and knowledge.

PHYSICAL AND MENTAL DEMANDS

- Must be able to multi task, handle high volume and work well in a team environment.
- Must be able to lift up to 50 lbs. to waist height.
- Frequent bending turning, kneeling and stooping.
- Must be able to stand for extended periods.

COMPENSATION

Salary: \$100,000 - \$115,000 plus annual performance incentive up 10% of salary

Benefits:

- Medical, Dental, Vision insurance
- 401(k) matching
- Supplemental Life Insurance
- Life insurance (Club pays 100% of coverage for 1x annual salary up to \$100K)
- Short Term Disability (Club pays 100% of coverage)
- Long Term Disability (Club pays 100% of coverage)
- Paid time off
- Team Member discounts on Merchandise

Please send all applications to David Lee at dlee@ballantyneclub.com