



CAROLINAS CHAPTER

CLUB MANAGEMENT
ASSOCIATION OF AMERICA

CAROLINAS CHAPTER JOB OPENING

CLUB	Carmel Country Club
LOCATION	Charlotte, NC
POSITION FOR HIRE	Clubhouse Manager

CLUB INFORMATION

Carmel Country Club is a prestigious family oriented, full service private country club established in 1947. We take great pride in our wonderful facility and the memorable experiences we create for our membership every day. While the Country Club is our product offering, we are clearly in the people business and work very hard at ensuring that we are providing top notch service to our membership at all times.

The club has a high volume a la carte dining restaurant, as well as a strong banquet business where we cater to all type of special events and corporate events. Our athletic facilities include two championship 18-hole golf courses designed by Rees Jones and John Fought, a golf practice range, shop, and learning center, a state of the art tennis facility, and two resort like swimming pools, as well as an 8,000 square foot fitness center.

The 2015 dining renovation created four distinctive Club restaurants – the family-friendly Nineteen Forty-Seven Grill, the high-end adult dining venue The Oak Room, the destination drinks venue Lamplighter Pub, and outdoor gathering spot The Overlook. Menus were adjusted to provide distinct dining experiences throughout the Club: the multiple Club restaurants upstairs, the Pool Grill and Tiki Bar in season, and the two year-round Turn Rooms on the golf courses.

Last year, the Club completed Phase NeXt, a comprehensive expansion and renovation of Carmel's Clubhouse that introduced new amenities and further elevated the member experience. This \$21M, complete Clubhouse renovation offers a redesigned Fitness center doubling in size, a repositioning and enlargement of our grand ballroom, additional event space, improved Men's Grill and a new quick-serve style restaurant and a Starbucks branded café.

Carmel continues to earn recognition as a Platinum Club of America, a Five Star Private Club. We have earned this recognition by staying on track with our Strategic Plan and by employing people who truly understand the meaning of outstanding member service. Carmel appreciates all these fine recognitions, but we take our greatest pride in our family atmosphere and all the wonderful moments members have experienced and shared over the years. Carmel is a symbol of tradition in Charlotte, a place where the whole family loves to be, and everyone feels at home.

POSITION SUMMARY & RESPONSIBILITIES

The Clubhouse Manager reports directly to the General Manager and in this highly visible position the individual is responsible for Clubhouse Operations, Food and Beverage, and Pool Operations. While our product offering is a Country Club, clearly we are in the people business and the Clubhouse

Manager must possess the finest skills in this area. To be successful in this role the individual must have a natural affinity for people, demonstrate inspirational leadership, and truly enjoy interacting with both members and staff to ensure that “Platinum” level service is being provided and that there is a high level of satisfaction among our membership. Attention to detail, a passion for excellence, exceptional interpersonal and communication skills and the ability to manage for results are critical for an individual to enjoy ongoing success in this position. In addition to the management functions of running an operation with gross revenues exceeding \$7M in F&B revenue, the ability to engage and motivate a staff of 20 plus managers and their work teams is essential. At Carmel our people are our most important resource and treating them with the utmost respect, rewarding their efforts and providing ongoing training and recognition allows us to retain top talent in the market place and provide excellent service to our membership.

Primary Responsibilities:

- Provides inspirational leadership in running and managing all aspects of the club in conjunction with the General Manager.
- Is a positive, upbeat leader of the Club who proactively leads the team to provide excellent service and quality products.
- Assists the General Manager in developing and implementing long-range strategic and annual business plans, operating reports, forecasts and budgets.
- Monitors the budget and controls expenses so that goals are attained.
- Functions as an administrative link between departments.
- Monitors safety conditions and employees’ conformance with safety procedures, updates emergency plans and procedures and assures effective training for these programs is conducted in all departments.
- Interacts with members answering questions, solving problems, overseeing services and ensuring club cleanliness.
- Accepts criticism from Club members with grace and takes the appropriate action to correct member service issues.
- Recognizes the need to continually improve existing member services and introduce new events and programs to enhance member satisfaction and event participation.
- Assures that the club’s preventative maintenance and energy management programs are effectively utilized and makes changes when necessary.
- Participates in ongoing facility inspections throughout the club to assure that cleanliness, maintenance, safety and other standards are consistently attained.
- Serves as staff liaison member of appropriate club committees.
- Works with Human Resources to ensure top talent is hired and that ongoing training and development is provided for staff.
- Motivates direct reports and has clear communication with them on a daily basis.
- Advises General Manager about the development and revision of club bylaws and policies; consistently enforces all policies.
- Assists in the planning of facility improvements, remodeling, construction and repair and interacts with applicable club committees for this purpose.

- Attends Board Meetings and Committee Meetings as appropriate to keep informed of club business.
- Ensures that all legal requirements are consistently followed.
- Demonstrates a high degree of business and financial acumen and works closely with Controller.
- Reviews daily, weekly and monthly financial reports and proactively manages to address trending projections in order to attain budgetary goals.

QUALIFICATIONS & KEY CHARACTERISTICS

- A college graduate with a Bachelor's Degree in Business Administration, Hospitality Management or related degree with 7+ years of related experience in a private, member-owned premier club.
- A solid career track that demonstrates longevity and commitment to previous employers.
- Strong general management skills with leadership strengths in building strong working relationships across all levels of an organization combined with strong financial acumen.
- Extensive experience in Food and Beverage, exceptional member event planning, strategic planning, renovations, and recreational activities.
- Excellent interpersonal and communication skills, both written and verbal that allow for smooth interactions with members, staff and vendors.
- A strong desire to be visible to our membership and provide optimal member service at all times.
- A creative individual who possess excellent personal taste and has an eye for detail.
- Excellent organizational skills and the ability to empower others to be successful and supportive of the overall operation.
- A "Team Builder." An individual who operates like a coach and motivator who attracts, hires, and supports the staff. Somebody who brings out the best in people and focuses on their strengths and helps them develop their weaknesses.
- This position is ideal for a manager looking to learn and grow as a Clubhouse Manager, and eventually move on to oversee a Club of their own.

CLUB WEBSITE

www.carmelcountryclub.org

HOW TO APPLY

For consideration please visit our website www.carmelcountryclub.org to apply for the Clubhouse Manager position. Please include your salary requirements.