



The Club

Opened in 1992, The Club at Nevillewood features the only Jack Nicklaus Signature Golf Course within 100 miles. For more than 30 years, The Club at Nevillewood has been giving its members that Jack Nicklaus Signature experience. The Club also features family-friendly pool facilities, state of the art fitness center, a stunning clubhouse for social events, and some of the region's finest dining surrounded by idyllic vistas of western Pennsylvania. With its challenging links, elegant amenities and lush setting, The Club at Nevillewood is the perfect backdrop for quality time with family and friends 6 days per week, 12 months per year.

Clubhouse Manager Position

The Club at Nevillewood is looking for an initiative-taking Clubhouse Manager with outstanding communications skills and a drive to improve overall Clubhouse operations and membership experience. As the Clubhouse Manager, you will be responsible for leading a variety of departments including, but not limited to, Food & Beverage, Banquet, Social, Maintenance, Housekeeping and Fitness. The ideal candidate will have exceptional strategic-thinking skills, a strong business sense in the hospitality industry, and ability to recruit, develop and lead a successful team. The Club at Nevillewood is an excellent place to have an established career in the private golf club industry.

Tasks & Duties

- The Clubhouse Manager reports to the General Manager/COO
- Responsible for the development and implementation of training plans to ensure high quality presentation and level of service within the Food & Beverage department.
- Monitors safety conditions and employees' conformance with safety procedures, updates emergency plans and procedures and assures that effective training for these programs are conducted in all departments.
- Maintains contact with members and helps to assure maximum member satisfaction.
- Receives and resolves complaints from Club members, guests and employees.
- Works with department heads to plan professional development programs for applicable staff.
- Counsels with other managers and employees about employee grievances and complaints; directs problem correction where possible.
- May serve as a departmental manager in that manager's absence.
- Monitors labor; evaluates scheduled and actual labor hours and costs.
- Develops long-term staffing needs for the Clubhouse departments.
- Working knowledge of federal, state and local laws applicable to the operation.
- Monitors the budget and directs corrective action procedures as necessary to help assure that budget goals are attained.
- Assists the General Manager in developing annual business plans, operating reports, forecasts and budgets.

- Assures that The Club's preventive maintenance and energy management programs and Master Plan are on schedule and in use.
- Participates in ongoing facility inspections throughout The Club to assure that cleanliness, maintenance, safety and other standards are consistently attained.
- Approves all entertainment in consultation with the Social Director and others.
- Research new products and develops an analysis of their costs and benefits.
- Reviews all accidents and ensures accident reports are completed.
- May perform Clubhouse opening and closing duties, including those related to security.
- Monitors employee dress codes and member dress codes as applicable.
- Maintains appropriate inventory of soft drinks, beer, wine and liquor.
- Completes other appropriate assignments made by the General Manager.

Qualification Standards

- Bachelor's degree preferred.
- At least 5 years hospitality and leadership experience required.
- Outstanding communication skills and comfortable interacting with associates and members from diverse backgrounds.
- Ability to supervise management level staff, including, but not limited to, assignment of duties, evaluating service, and taking disciplinary action when necessary.
- Ability to engage with members as well as staff and be especially empathetic to the needs of both constituencies.
- Initiative-taking, strategic thinker who can implement ideas into effective results driven game plans.
- Flexibility in schedule as the business needs of The Club require evenings, weekends, and holiday working hours.
- Thorough knowledge of the proper procedures and techniques of food and beverage, formal à la carte, wine service, and banquet service.

Compensation & Benefits

- Salary ranges with experience; \$110,000 - \$125,000
- 401(k)
- Health, Dental, Vision, & Life Insurance
- CMAA Membership
- PTO

Please send a thoughtful cover letter and resume to: Carl D. Gurtner, CCM
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