



CLUBHOUSE MANAGER

Tulsa Country Club

Tulsa, Oklahoma | Date Posted: 07.20.26

Reports To: General Manager/COO

Direct Oversight: Food & Beverage | Events | Locker Rooms | Facilities | Aquatics | Youth Programming

About Tulsa Country Club

Founded in 1908, Tulsa Country Club is Tulsa's oldest private country club and has long been recognized as one of the region's premier clubs. Rich in history and tradition, the Club offers an exceptional golf course, outstanding dining, vibrant social programming, aquatics, youth activities, and a welcoming environment for every generation of members. While honoring its legacy, Tulsa Country Club continues to invest in its future through thoughtful leadership, operational excellence, and an unwavering commitment to delivering exceptional member experiences.

Today, Tulsa Country Club is entering an exciting new chapter. Under new executive leadership, the Club is focused on strengthening its culture, enhancing the member experience, modernizing operations, and building a high-performing team dedicated to delivering exceptional hospitality. This is a unique opportunity for an experienced hospitality professional to help shape the future of one of Tulsa's most respected private clubs while making a meaningful impact on its members, team, and long-term success.

The Clubhouse Manager will play a key role in helping shape this next chapter by strengthening culture, elevating hospitality, and building operational excellence across the clubhouse.

Position Overview

The Clubhouse Manager serves as the senior operational leader responsible for the day-to-day operation of the clubhouse while delivering an outstanding member experience and advancing Tulsa Country Club's commitment to hospitality excellence. Reporting directly to the General Manager/COO, this individual serves as the operational leader of the clubhouse and a key member of the Club's senior leadership team.

In partnership with the General Manager/COO, the Clubhouse Manager translates the Club's strategic vision into operational excellence through collaborative leadership, cross-functional alignment, and the successful execution of Board-approved initiatives. Working closely with the House Committee, this leader gathers member feedback, provides operational insight, and helps ensure Board-approved initiatives are implemented effectively across clubhouse operations.

The ideal candidate is a highly visible, relationship-driven leader who thrives in a member-focused environment. They possess exceptional emotional intelligence, communicate with transparency and professionalism, develop high-performing teams, and lead with humility and confidence. Through servant leadership, they foster a culture of accountability, collaboration, and continuous improvement while empowering department leaders to consistently deliver personalized hospitality and memorable experiences for every member and guest.

Leadership & Culture

- Serve as a visible, approachable leader throughout the Club, building strong relationships with members, guests, and employees.
- Model and reinforce "The Tulsa Way" by leading with integrity, professionalism, accountability, and hospitality.
- Foster a culture of collaboration, trust, and continuous improvement across all clubhouse departments.
- Coach, mentor, and develop department leaders while creating clear expectations and accountability.

- Lead through influence, consistency, and servant leadership while empowering managers to make sound operational decisions.
- Partner closely with the General Manager/COO to establish priorities, communicate expectations, and execute Club initiatives.

Operational Leadership

- Provide day-to-day leadership for all clubhouse operations, including Food & Beverage, Events, Facilities, Aquatics, Locker Rooms, and Youth Programming.
- Ensure the Club is consistently member-ready, maintaining exceptional standards of cleanliness, presentation, service, and safety.
- Establish and maintain operating standards that create consistency across all departments.
- Improve systems, communication, and workflows that enhance operational efficiency and the member experience.
- Assume responsibility for Club operations in the absence of the General Manager/COO.

Member Experience & Hospitality

- Build genuine relationships with members through daily visibility and engagement.
- Anticipate member needs while creating personalized hospitality experiences.
- Respond promptly and professionally to member concerns while ensuring appropriate follow-up.
- Collaborate with department leaders to continually elevate dining, social, recreational, and family experiences.
- Champion a culture where every interaction strengthens member loyalty and connection to the Club.

Team Development

- Recruit, onboard, coach, and retain exceptional leaders and team members.
- Conduct regular one-on-one meetings with department managers.
- Build a high-performing management team focused on collaboration and shared success.
- Develop future leaders through coaching, training, and succession planning.
- Foster employee engagement through recognition, communication, and professional development.

Financial & Business Leadership

- Assist the General Manager/COO in developing annual operating and capital budgets.
- Monitor labor, purchasing, inventory, and departmental financial performance.
- Utilize key performance indicators to drive operational decisions.
- Identify efficiencies and opportunities to improve financial performance without compromising service.
- Ensure compliance with Club policies, internal controls, and regulatory requirements.

Strategic Leadership

- Partner with the General Manager/COO to execute the Club's strategic plan and long-range vision.
- Translate strategic priorities into operational initiatives that strengthen the member experience, improve efficiencies, and support the Club's long-term objectives.
- Partner with the House Committee to gather member feedback, provide operational insight, and support the implementation of Board-approved initiatives in partnership with the General Manager/COO.
- Serve as a trusted advisor and operational partner to the General Manager/COO by anticipating challenges, identifying opportunities, and helping drive continuous improvement.

First-Year Priorities

During the first twelve months, the ideal candidate will focus on:

✓ Operational Excellence

✓ Leadership Development

✓ Member Relationships

✓ Systems & Communication

✓ Strategic Initiatives

Candidate Qualifications

Education & Experience

The ideal candidate will possess a bachelor's degree in Hospitality Management, Business Administration, or a related field, or an equivalent combination of education and progressive leadership experience. Candidates will possess five to seven years of progressive leadership experience within a private club, luxury hospitality, resort, or comparable service environment.

This individual will demonstrate a proven track record of leading multiple operational departments, with extensive experience in Food & Beverage operations, team leadership, budgeting, labor management, and operational performance. Success in developing high-performing teams while consistently delivering exceptional guest and member experiences is essential.

Professional Qualifications

The ideal candidate will be an active member of the Club Management Association of America (CMAA) and demonstrate a commitment to professional growth through pursuit of the Certified Club Manager (CCM) designation. A strong understanding of private club operations, governance, and hospitality best practices is expected.

Additionally, this individual will possess excellent organizational and communication skills, strong business acumen, and proficiency with Microsoft Office and modern club management systems. Experience with Clubessential club management software is a plus.

Success Measures

Success in this position will be measured by:

- Delivering an exceptional member experience.
- Building and developing high-performing teams.
- Maintaining operational excellence across all clubhouse departments.
- Achieving financial and operational performance goals.
- Successfully executing strategic initiatives with the General Manager/COO.
- Fostering a culture of collaboration, accountability, and continuous improvement.

Compensation & Benefits

Tulsa Country Club offers a competitive salary commensurate with qualifications and experience, along with an excellent bonus and benefits package. The Club is committed to investing in its leaders through CMAA membership, continuing education, professional development, and opportunities to participate in industry conferences and educational programs.

How to Apply

Interested candidates should submit a cover letter outlining their interest in the position and a current resume to:

Kristina M. Clabeaux, CCM
General Manager/COO
Tulsa Country Club
kclabeaux@tulsacountryclub.com

Applications will be reviewed as they are received and will continue until the position is filled. Confidential inquiries are welcome, and early submissions are encouraged.