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Clubhouse Manager
North Carolina State University Club
Raleigh, North Carolina

www.ncsuclub.com

NC STATE UNIVERSITY CLUB

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The Organization

Founded in 1961, the North Carolina State University Club serves as a vibrant home for NC State supporters, including faculty, staff, alumni and friends of the University. The facility was made possible through a gift from the Z. Smith Reynolds Foundation, Inc., and over time, membership expanded beyond its original faculty and staff base to include a broader University community. The name was subsequently changed from the Faculty Club to the NC State University Club. Today, the Club remains a uniquely family-oriented private club, governed and controlled by its membership.

The Club enjoys an active and engaged roster of more than 900 members and is supported by a dedicated team, including several long-tenured employees who are highly respected by the Board and membership. These include the controller, executive chef, racquet sports director, membership and marketing director, grounds superintendent, food and beverage manager and head golf professional. Recent capital improvements include a new fitness facility, steam room, salt-water lap pool and kitchen, as well as various clubhouse dining projects. The Club has completed phase one and two of a $25M master plan, reflecting its continued commitment to modernization and long-term excellence.

Athletics and wellness are central to life at the University Club. The Club features nine lighted tennis courts, a dedicated practice area and two tennis pavilions that provide great viewing during competitions, alongside eight pickleball courts and two padel courts that support vibrant year-round play and strong member engagement.

Beyond racquet sports, the Club offers one of the region's most attractive aquatic complexes, including a 250,000-gallon pool, diving well, six 25-yard lap lanes, water slide, expansive shallow area, gated toddler pool and a salt-water lap pool. Additional amenities include a scenic Par-3, six-hole golf course overlooking the NC State Veterinary School, as well as the Devan Wolfpack Fitness Center, open seven days a week with robust programming and high levels of member satisfaction.

Club life is further enhanced by traditional member dining and a full calendar of member events and traditions, including well-attended wine dinners, that reinforce a strong sense of community and year-round engagement.

The Club is located in Raleigh, Durham, Chapel Hill area and is among the consistently top ranked places to live in the country, with affordable housing, great family activities and excellent primary and secondary education.

MEMBERSHIP DETAILS

- Number of Members: 900+
- Member breakdown: Faculty and Staff, Alumni, Centennial Corporate Partner, Friends of University Club, Legacy, Non-Resident.
- Total Revenue: $6.7M
- Food and Beverage Revenue: Approximately $1.75M

Position Overview

The Clubhouse Manager (CM) will lead all aspects of the daily operation of the Clubhouse, with a strong focus on the Food and Beverage Department, including all member dining outlets and banquets, as well as the long-range planning for the continued growth and success of the operation. This is a senior-level position reporting to the General Manager/COO. Management teams reporting to the CM include the Executive Chef, Food & Beverage Director, Dining Room Manager, Men's Grill/Locker Room Manager, Banquet Manager, Event Coordinator and Beverage Manager.

The CM will be responsible for all day-to-day club operations, including member dining and beverage services, culinary, catering sales and club events, member engagement, fitness, aquatics and club maintenance. The CM will also partner with the GM/COO on strategic initiatives to improve the overall member experience, coordinate event programming and membership development with senior managers and execute HR policies in coordination with the CFO and GM/COO. Primary responsibilities include budgeting, hiring, training, menu development and overall leadership. Experience with successful staff training programs is critical.

The Club fully adopts the CMAA GM/COO business model and is seeking a proven, visible and polished leader to implement a Member-Centric service culture consistent with the top club environments in the country. The ideal candidate will develop a world-class service team and bring proven experience in upscale member dining, catering growth, a club wine and craft beer program, proactive facility management and digital platforms. The key role of the CM is to provide cohesive and collaborative leadership to the tenured staff, allowing the GM/COO to give strategic leadership to the Board.

Responsibilities

RESPONSIBILITIES

- Assumes responsibility for all Food and Beverage operations.
- Focuses on co-workers first while training, mentoring and leading towards service excellence.
- Works closely with senior staff on events and activities which involve multiple departments.

- Seeks member feedback used to assist with future service advancements.
- Must interact with members while maintaining a courteous, professional and respectful demeanor.
- Assures the effective orientation and training of new staff and professional development activities for experienced staff are planned and consistently implemented.
- Research new products for possible future uses.
- Reviews and approves all product invoices before submitting to the Accounting Office.
- Serves as manager on duty on a scheduled basis as required.
- Completes appropriate assignments and initiatives from the General Manager.
- Possesses a working knowledge of all operational facets of Platinum Club and Distinguished Private Club operations, with a strong emphasis on food and beverage services; athletic, fitness, tennis, golf and aquatic programming; membership growth; staff mentoring; and the ability to drive member utilization through program development.
- Demonstrates a reputation as an active and visible service leader, exhibiting a polished image with superior communication skills, and represents the Club in the North Carolina State University community in a positive light.

HUMAN RESOURCES

- Recruits, interviews, hires, trains, supervises, evaluates, mentors and develops the team in accordance with established Club procedures.
- Ensures compliance with Club's employee handbook, policies and procedures.
- Knowledge of labor laws and ability to create weekly work schedules for your team.
- Establishes, updates and maintains all written standards and procedures for department as needed.
- Trains, mentors and develops staff into an efficient and cohesive team. Team building and the professional development of service, culinary and maintenance staff is a critical function of this position.
- Develops and oversees a consistent, engaging training program for direct reports and line staff, with an emphasis on member experience.
- Ensures proper evaluation of compensation, benefits and timely reviews of the staff, which must be applied consistently to club policy and fall within the guidelines as mandated by the annual budget.

OPERATIONAL

- Works with F&B management to develop and implement a comprehensive service training program including etiquette, service, wine, spirits and product knowledge.
- Understands and complies with operating budgets.
- Bar operations experience including purchasing, storage and inventory control.
- Works with Director of Events and Executive Chef to develop plans and procedures for events of all sizes and kinds.
- Strong time management skills capable of meeting deadlines.
- Desire to learn and grow within the CMAA and hospitality industry.
- Assists in the development of annual business plan and budgeting.
- Monitors operations, adjusts where and when necessary to maintain budgeted goals and/or margins.
- Ensures all legal requirements are consistently followed, including wages, hour, federal, state and local laws and licenses are current.
- Monitors appearance, upkeep and cleanliness of all Food and Beverage equipment and facilities.

- Responsible and accountable for the financial guidance, reporting and performance for all club operations under the authority of the CM. Such duties will involve the formulation of departmental annual operating and capital budgets to be coordinated with the GM/COO and CFO, and working with the CFO to ensure budget expectations are met on a monthly and annual basis.
- Develops and oversees food and beverage policies to ensure member services are at the highest levels. This includes managing labor, food costs and other operational ratios, ensuring fiscal management and member expectations are balanced.
- Oversees and coordinates the aquatics department with the CPO and GM/COO to ensure safety and member programming needs exceed member expectations.
- Coordinates the tennis department with the director of tennis and GM/COO to ensure member programming needs exceed member expectations.
- Develops a world-class wine and craft beer program that will transform the Club into a destination rather than an amenity.
- Responsible for accurate and timely month-end reporting as required by the Accounting Office and GM/COO.

Qualifications and Experience

- A Hospitality, Business Management or related degree is preferred.
- Previous Food and Beverage experience required – full-service, high-end club experience is a plus.
- Hospitality experience including restaurants, hotels or comparable backgrounds will be considered.
- Previous P&L experience, along with experience with F&B costs, labor management, health inspections, menu design and overall management of the front- and back-of-the-house are required.
- Food and beverage management, with the ability to embrace new culinary trends in the club and collegiate dining environment.
- A strong understanding of athletic, fitness, tennis, golf and aquatic programming.
- Program development resulting in improved membership engagement, membership recruitment and retention.
  Financial management with best practices development.
- Digital communications designed to make the Club a leader in technology.
- Club staff development that will transform the existing service culture into a more Member-Centric environment.
- A passion for this industry and an eagerness to learn and grow into the next level of club management.
- Continued education in CMAA, along with evidence of working toward the CCM designation.
- A clear and steady path of career advancement, including three to five years as a Clubhouse Manager, Director of Operations or F&B Manager/Director at a private club with similar volume to North Carolina State University Club. The Club prefers candidates with ties to the East or Mid-Atlantic region.
- Impeccable and verifiable references, including past employers and mentors. All candidates will be subject to a thorough background review and testing.

Competitive Compensation

The Club offers a competitive compensation package appropriate for a senior leadership role.

- A competitive base salary and annual performance bonus
- Individual health insurance
- CMAA dues and education

North Carolina State University Club is an Equal Opportunity Employer.

To be Considered

PLEASE SUBMIT A COVER LETTER AND RESUME

A full background check will be conducted on final candidates. Qualified professionals are invited to submit materials to:



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