

Director of Operations & Club Events
New Albany Country Club
New Albany, Ohio

New Albany Country Club, a prestigious, family-focused private club located in beautiful New Albany, Ohio, is seeking an experienced hospitality leader to serve as our next ***Director of Operations & Club Events***.

This highly visible leadership role is responsible for overseeing the Club's satellite food & beverage operations, member social programming, clubhouse experience, and cross-department operational coordination. The successful candidate will possess a passion for hospitality excellence, team development, member engagement, and operational leadership within a premier private club environment. This is an outstanding opportunity for a hospitality professional who thrives in a dynamic, relationship-driven culture and desires to be part of a progressive, member-centric club operation.

About the Club

Located just minutes from Columbus, Ohio, New Albany Country Club is recognized for delivering exceptional experiences for its members and guests through premier dining, family programming, golf, racquet sports, aquatics, and social events. The Club is committed to hospitality excellence, continuous innovation, and fostering a warm, welcoming environment for members, guests, and employee partners alike.

Position Overview

The Director of Operations & Club Events oversees the Clubhouse Satellite as well as Bath & Tennis Satellite Food & Beverage operations while ensuring exceptional member satisfaction, operational consistency, and financial accountability.

This role provides leadership for:

- Men's Grill & Beverage Cart operations
- Sports Café & Sports Grill operations
- Adult Pool Bar operations
- Clubhouse member social events
- Cross-department operational coordination
- Member communication and engagement
- Satellite management team development
- Clubhouse operational presentation and standards

This position maintains a highly visible presence throughout the Club and serves as a hospitality ambassador and culture leader for Operational Manager Direct Reports (four) and their respective teams.

Key Responsibilities

Leadership & Operations

- Lead and oversee all satellite dining and seasonal outlet operations
- Develop, mentor, and inspire department managers and frontline teams
- Maintain exceptional member service standards and operational consistency
- Coordinate staffing strategies, operational plans, and training initiatives

- Monitor daily operations and member feedback to ensure continual improvement
- Support a culture of hospitality excellence and accountability

Financial & Administrative

- Assist in the annual development and oversight of the food & beverage operating budget
- Monitor labor costs, operational expenses, and financial performance
- Support capital planning and operational improvement initiatives
- Manage vendor relationships and service partnerships

Member Experience & Programming

- Lead planning and execution of major Club social events and holiday programming
- Collaborate with culinary, catering, aquatics, golf, and racquet sports teams
- Coordinate member communications, promotions, and operational updates
- Oversee seasonal entertainment and clubhouse programming initiatives

Clubhouse & Facility Oversight

- Partner with maintenance and operational departments to maintain exceptional facility presentation standards
- Conduct regular walkthroughs of member-facing and operational areas
- Coordinate seasonal décor and clubhouse event setup initiatives

Qualifications

The ideal candidate should possess:

- Bachelor's Degree in Hospitality Management, Culinary Arts, or related field preferred
- Certified Club Manager (CCM) designation strongly preferred
- Five to seven years of progressive leadership experience in private club operations
- Proven experience with:
 - Multi-outlet food & beverage operations
 - Budgeting and labor management
 - Event planning and execution, POS and event management systems
 - Staff development and culture building
 - Wine, spirits, and bar operations
 - Marketing and promotional programming
 - Vendor and service contract management

Additional qualifications include:

- Exceptional communication and interpersonal skills
- Strong organizational and leadership abilities
- Ability to effectively manage multiple priorities in a fast-paced environment
- Food & Alcoholic Beverage Safety Certification

Why Join New Albany Country Club?

- Premier private club environment
- Collaborative and forward-thinking leadership culture
- Opportunity to lead high-profile member experiences and events
- Beautiful facilities and engaged, diverse membership
- Located in Central Ohio's most desirable community

Job Benefits:

- Vacation, Sick, & Personal Days
- EAP Program
- Medical & Dental Insurance
- 401k plan with Employer Match
- Free Employee Meals
- Employee Longevity, Appreciation Program & Spot Bonuses

Salary: Commensurate with experience; includes NACC Executive Staff package, bonus plan, and corresponding privileges.

To Apply

Qualified candidates are encouraged to submit:

- Cover Letter
- Resume
- Professional References
- Applications will be handled with the utmost confidentiality.

Resumes may be submitted to Human Resources Director, Tami Jack
tamij@nacc.com

