



RCS Hospitality Group  
a new generation of hospitality management  
2827 Midway Rd SE Ste 106 - #231  
Bolivia, NC 28422  
[www.consultingRCS.com](http://www.consultingRCS.com)

**Position Available:**  
**CLUBHOUSE MANAGER**  
The Pines Country Club  
Morgantown, WV

The Pines Country Club is a member-owned private club located in Morgantown, West Virginia. The Club offers an outstanding golf experience, dining venues, banquet and event facilities, and a seasonal swimming pool in a welcoming family-oriented environment. The Pines is proud of its traditions while embracing opportunities to enhance the member experience and strengthen the future of the Club.

The Club is currently entering an exciting new chapter as it transitions from an outsourced operated food and beverage program to a fully club-managed operation. This strategic initiative presents a unique opportunity for an experienced hospitality leader to shape service standards, establish operational systems, build team culture, and elevate the overall clubhouse experience.

#### **POSITION OVERVIEW**

The Clubhouse Manager serves as the senior hospitality executive of the clubhouse operation and reports directly to the Board of Directors. This position is responsible for the overall management and administration of all clubhouse operations, including food and beverage, dining services, banquet and event operations, clubhouse facilities, housekeeping, pool operations, and member services.

Unlike a traditional club structure with a General Manager, the Clubhouse Manager serves as the department head responsible for all clubhouse functions and collaborates closely with fellow department leaders, including the Golf Professional, Golf Course Superintendent, Controller, and administrative staff.

The successful candidate will be a visible, hands-on leader who possesses strong operational expertise, exceptional interpersonal skills, and a passion for delivering outstanding hospitality. The ideal individual will have experience developing service cultures, creating standard operating procedures, implementing training programs, and leading teams through periods of organizational growth and change.

#### **WHY THIS OPPORTUNITY?**

This position offers a rare opportunity to shape the future of a respected private club. The successful candidate will play a central role in creating a new hospitality culture, establishing operational excellence, and leading the Club's transition to a fully member-focused food and beverage operation. For a hospitality professional who enjoys building systems, developing teams, and creating exceptional member experiences, The Pines Country Club presents a highly rewarding leadership opportunity.

#### **ESSENTIAL FUNCTIONS**

##### **Clubhouse Operations**

- Direct and oversee all clubhouse operations and services.
- Ensure the highest standards of member satisfaction, hospitality, cleanliness, and professionalism throughout the Club.
- Serve as the primary operational leader for all clubhouse departments.
- Maintain a visible presence throughout the clubhouse and actively engage with members and guests.
- Develop and implement policies, procedures, and service standards that enhance the member experience.
- Participate in long-range planning and operational strategy discussions with the Board of Directors.



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### **Food & Beverage Leadership**

- Lead all food and beverage operations, including dining, bars, banquets, and special events.
- Establish and implement comprehensive standard operating procedures and service standards.
- Develop training programs for managers and frontline staff.
- Work closely with culinary leadership to ensure exceptional food quality, consistency, and presentation.
- Monitor food, beverage, labor, and operating costs.
- Evaluate menus, service offerings, and programming to maximize member satisfaction and financial performance.
- Assist in recruiting, onboarding, training, and retaining hospitality professionals.

### **Organizational Development & Transition Leadership**

- Lead the transition from a restaurant-managed operation to a fully club-managed food and beverage program.
- Establish operating systems, reporting structures, staffing plans, and accountability measures.
- Create a culture of hospitality, teamwork, and continuous improvement.
- Develop employee orientation and training programs.
- Implement service standards and performance expectations across all clubhouse operations.
- Establish a hospitality culture centered on member engagement, accountability, service excellence, and continuous improvement.

### **Facilities & Clubhouse Management**

- Oversee the maintenance, cleanliness, appearance, and functionality of all clubhouse facilities.
- Coordinate facility maintenance projects and capital improvements within the clubhouse.
- Conduct regular inspections to ensure compliance with cleanliness, safety, and maintenance standards.
- Work closely with vendors, contractors, and service providers as necessary.

### **Pool Operations**

- Oversee seasonal pool operations and lifeguard staffing.
- Ensure compliance with all health, safety, and regulatory requirements.
- Maintain high standards of service, cleanliness, and member satisfaction throughout the pool facility.

### **Financial Management**

- Prepare and manage departmental operating budgets.
- Monitor revenues, expenses, labor costs, and inventory controls.
- Analyze financial performance and recommend corrective actions when necessary.
- Assist the Board of Directors with annual planning and budgeting processes.
- Protect and steward Club assets through sound financial management practices.

### **Member Relations**

- Develop strong relationships with members and guests.
- Respond promptly and professionally to member feedback and concerns.
- Support membership engagement through outstanding service and hospitality.
- Assist with club events, social programming, and member activities.

### **Leadership & Team Development**

- Recruit, train, mentor, and develop department managers and staff.
- Conduct regular staff meetings and training sessions.
- Foster a positive workplace culture focused on accountability, communication, and service excellence.
- Establish performance expectations and conduct employee evaluations.
- Ensure compliance with all employment laws, safety regulations, and Club policies.
- Develop and mentor department managers through coaching, accountability systems, and leadership development initiatives.



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## QUALIFICATIONS

### Required:

- Minimum five years of progressive leadership experience in private clubs, resorts, hotels, restaurants, or hospitality operations.
- Demonstrated experience leading food and beverage operations.
- Proven ability to build, implement, and maintain service standards and operating procedures.
- Strong financial acumen, including budgeting, forecasting, labor management, and cost controls.
- Exceptional communication, leadership, and organizational skills.
- Experience managing multiple departments and teams.
- Strong member and guest service orientation.

### Preferred:

- Private club management experience.
- Bachelor's degree in Hospitality Management, Business Administration, or a related field.
- Certified Club Manager (CCM) designation or active pursuit of CCM certification.
- Experience opening new hospitality concepts or leading significant operational transitions.
- Experience working directly with volunteer boards and committees.

### Personal Characteristics:

The successful candidate will be:

- A visible and approachable leader.
- Passionate about hospitality and member service.
- Organized, detail-oriented, and accountable.
- Collaborative and team-focused.
- Professional, diplomatic, and confident.
- Comfortable working directly with a Board of Directors.
- Adaptable and energized by building and improving operations.

## REPORTS STRUCTURE

### Reports Directly To:

The Clubhouse Manager reports to the Board of Directors through a designated Board liaison and works collaboratively with Club leadership and committees to achieve organizational goals.

### Direct Reports May Include:

- Food & Beverage Managers
- Executive Chef
- Dining Room and Event Staff
- Banquet Operations Staff
- Pool Manager and Lifeguards
- Housekeeping Personnel
- Facilities Maintenance

### Collaborates Closely With:

- Golf Professional
- Golf Course Superintendent
- Controller
- Administrative Staff

## COMPENSATION & BENEFITS

- **Salary:** \$120,000 – \$140,000, commensurate with experience and qualifications.
- Performance-based bonus opportunity



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- Relocation assistance is negotiable
- Retirement benefits
- Health, dental, and vision insurance
- Paid vacation and holidays
- CMAA membership and continuing education support
- Professional development opportunities

#### CLUB DETAILS

- \$1.2M total F&B revenue
- 605 Members
- Amenities: golf, dining, outdoor pool, and banquet facilities
- Three dining outlets
- Website: <https://thepinescc.com/>

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