



## **Club Manager**

### **Big Foot Country Club**

*Fontana, WI*

#### **Overview**

Big Foot Country Club is seeking a professional Club Manager to serve their fine club in Fontana, WI just outside of Lake Geneva. This candidate should possess strong Food and Beverage knowledge and experience. Create an environment and team atmosphere that delivers high quality and consistent service to members and guests. This is a tremendous opportunity to serve the members of Big Foot Country Club. The Club Manager reports directly to the Board of Directors and does not currently oversee golf shop and golf course operations, but works closely with the Golf Course Superintendent and Head Golf Professional in delivering a great Member/Guest Experience.

#### **Background**

Located in Fontana, Wisconsin, Big Foot is a private 190 member-owned golf and tennis club featuring a Tom Bendelow designed championship golf course (slope 139; 6,717 yards; rated 73.2) routed over 270 acres of wooded land, rolling hills, and spring-fed streams. The club has three har-tru tennis courts and regulation trap range.

The course opened in 1924 and has a rich history. It's a traditional northern style layout with gradual doglegs and tree-lined fairways. Four tee locations accommodate all levels of players.

#### **THE COURSE HAS PLAYED HOST TO THE FOLLOWING EVENTS:**

- 1992 USGA United States Open Qualifying
- 1995 PGA Wisconsin Stroke Play Championship
- 1998 USGA United States Senior Qualifying
- 2003 US Junior Qualifying
- 2003 Wisconsin State Open Qualifier
- 2009 Wisconsin PGA Stroke Play
- 2012 United States Women's Open Sectional Qualifier
- 2012 United States Senior's Open Sectional Qualifier

While many members call Lake Geneva home for just the summer season, the club attracts its members throughout the year with special Holiday events and member functions. The Clubhouse facilities are available to members and their guests for weddings, special events, and business meetings.

The Clubhouse features a dining room with fantastic views; along with a large ballroom, wicker bar, and deck overlooking what the Potawatomi Indians called the Seven Sacred Pools.

Since its inception, the mission of the club has been the same; to provide wholesome and healthful outdoor activities for its members, particularly the game of golf”, and to promote the moral, social, and physical welfare among its members, their families, and guests. The course tour photo gallery” gives the observer a hint of the beauty of the grounds and the course. A new tennis facility with three Har Tru courts was completed in 2010. The golf course has been updated to preserve its natural beauty for generations to come.

Children and grandchildren alike benefit from junior golf and tennis programs all summer long. The members take pride in the club’s facilities and a most successful Evans Scholarship Program for caddies.

**Qualified and interested candidates should submit a resume and cover letter via email to:**

**Ryan Doerr, President**  
**Strategic Club Solutions**  
[Ryan@StrategicClubSolutions.com](mailto:Ryan@StrategicClubSolutions.com)  
[www.StrategicClubSolutions.com](http://www.StrategicClubSolutions.com)  
10556 N Port Washington Rd, Ste 202  
Mequon, WI 53092

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## **BIG FOOT COUNTRY CLUB JOB DESCRIPTION**

### **I. Position: Clubhouse Manager**

### **II. Job Summary (Essential Functions)**

**Serves as chief operating officer of the clubhouse and administrative operations (excludes Golf Pro Shop and Grounds operations, managed by Club Golf Professional and Course Superintendent, respectively). Manage all aspects of the club including its activities and the relationships between the club and its executive council, members, guests, employees, community, government and industry. Coordinate and administer the club's policies as defined by its executive council. Develop operating policies and procedures and direct the work of all department managers.**

**Implement and monitor the budget, monitor the quality of the club's products and services and ensure maximum member and guest satisfaction. Secure, protect and maintain the clubhouse assets, including facilities and equipment**

### **III. Roles & Responsibilities**

- 1. Ensures the highest standards for food, beverage, entertainment and other club services. Properly manages all aspects of the club's activities (excluding those under the Golf Pro Shop and Grounds operations, managed by Club Golf Professional and Course Superintendent, respectively) to ensure and maintain the quality of products and services provided by the club.**
- 2. Implements general policies established by the Executive Council; directs their administration and execution.**
- 3. Plans, develops and approves specific operational policies, programs, procedures, methods, rules and regulations in concert with general policies.**
- 4. Coordinates the development of long-range and annual (business) plans for the Clubhouse operations in efforts to move toward the club's mission.**
- 5. Develops, maintains and administers a sound organizational plan; initiates improvements as necessary.**



6. Provides strong inventory management and inventory controls
7. Establishes a basic personnel policy; initiates and monitors policies relating to personnel actions and training and professional development programs.
8. Coordinates development of operating, cash and capital budgets according to the applicable budget calendars; monitors monthly budget and other financial statements related to Clubhouse operations; takes effective corrective action as required; prepares reports and other support material for committee and executive council use; prepares and makes reports to the executive council.
9. Attends meetings of the club's House committee and Executive Council.
10. Manages cash flow and establishes controls to safeguard funds in concert with Controller; approves vouchers before payment.
11. Establishes and monitors compliance with purchasing policies and procedures; negotiates and recommends board approval for contracts; gives direction to and works closely with vendors, outside contractors, firms and individuals providing services to the club; oversees and directs purchasing, receiving, storage, issuing, preparation and control of all products, supplies and equipment.
12. Oversees the care, maintenance, and cleanliness of the club's physical assets and facilities; provides for and manages use of the club's equipment, space and materials; provides for the security of the club, its environs and members' belongings.
13. Provides advice and recommendations to the president and committees about building improvements, alterations, maintenance, materials, supplies, equipment and services not provided in approved plans or budgets.
14. Consistently assures that the club is operated in accordance with all applicable local, state and federal laws.
15. Maintains relations with police, fire, liquor control board, health department and other governmental agencies. members and helps to assure maximum member satisfaction. Receives and resolves complaints from club members, guests and employees
16. Reports member infractions to the board for necessary action. Monitors dress codes of members and guests.
17. Welcomes new club members; "meets and greets" all club members as practical during their visits to the club. Develops on-going dialogue and rapport with members through recognition, communication and follow-through. Fosters a positive, enthusiastic attitude by staff toward members and guests.
18. Coordinates the marketing and member-relations programs to promote the club's services and facilities to present and potential members.
19. Directs the writing and publishing of the club newsletter and plans for intra-club public relations.
20. Reviews and initiates programs to provide members with a variety of popular events.
21. Develops, maintains and disseminates a basic management philosophy to guide all club personnel toward optimal operating results, employee morale and member satisfaction. Has ultimate authority over inter-departmental matters and implements policies concerning employee-employer relations.
22. Establishes and approves workloads, work methods and performance standards; works with subordinate department heads to schedule, supervise and direct the work of all clubhouse and administrative employees; confers with them about personnel-related matters including compensation, job changes and performance evaluation. Monitors employee dress codes as applicable. Counsels with other managers and employees about employee grievances and complaints; directs problem correction where possible.
23. Conducts training and other meetings with department staff.
24. Serves as liaison between all management staff and the executive council. Functions as an administrative link between the Clubhouse, Golf Pro Shop and Grounds departments.
25. Writes policy and rule directives or approves those written by department heads.

26. Coordinates as needed, the arrangements for public functions and social gatherings including seating according to protocol and special courtesies extended to members and guests.
27. Handles emergencies such as fires, accidents and breaches of security or house rules promptly and in person. Emphasizes prevention through training, inspection and preventive enforcement.
28. Monitors safety conditions and employees' conformance with safety procedures; updates emergency plans and procedures and assures that effective training for these programs is conducted in all departments. Reviews all accidents.
29. Performs competitive analyses on clubs and other businesses providing member alternatives through personal observations and historical reports.
30. Maintains membership with the Club Managers Association of America (CMAA) and other professional associations. Attends conferences, workshops and meetings to keep abreast of current information and developments in the field to enhance his or her value and quality of services to the members.
31. Conducts himself or herself in a responsible and professional manner at all times while at or away from the club and encourages other staff members to do the same to reflect the proper image of the club throughout the community.
32. Performs other duties and functions as directed by the president or executive council.

#### V. Reports to

Club Vice President and Executive Council

#### VI. Supervises

Assistant Clubhouse Manager; Executive Chef; Dining Room Manager; Locker Room Supervisor; Facility Engineer; Controller; Administrative Assistant.

Interested and Qualified Candidates, please submit resumes via email to:

Ryan Doerr, President  
Strategic Club Solutions  
[Ryan@StrategicClubSolutions.com](mailto:Ryan@StrategicClubSolutions.com)  
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