



Milwaukee County Club - River Hills, Wisconsin

Overview

Milwaukee Country Club, a private member owned club formed in 1894, is considered the premier old-line country club of Milwaukee. In 1911, the Club moved to its present bucolic setting on nearly 200 acres in River Hills, Wisconsin. The existing golf course, designed by Harry Colt and Charles Alison, has undergone renovations by Robert Trent Jones in 1974 and most recently by consulting architect Tom Doak to remove trees and open views of the river from many upland holes. The golf course is consistently ranked by Golf Digest as one of the 100 Greatest Golf Courses in America.

The 18-hole par 72 golf course is a classic tree-lined layout and measures 7,097 yards. The Club hosts approximately 15,000 rounds annually and also features a practice range and short game area. Additional amenities include: 15 guest rooms, nine asphalt tennis courts, three hydro clay tennis courts, two paddle tennis courts, two croquet courts, a 25m lap lane pool with diving well, pool dining, bar and kitchen, snowshoeing, sledding, cross country skiing, seasonal kids club, and junior programs in golf, tennis and swimming. The Club has 455 members.

The well-appointed stately Clubhouse measures 60,000 square feet and features formal and informal dining in various outlets. The recently added a new informal grill room and bar area. Additionally, the pool pavilion was renovated to offer more outdoor casual dining options. The Club is open year-round with the exception of March. Gross revenue is \$6.8 million with \$2.2 million derived from food and beverage sales. There are approximately 120 employees during the height of the season and staff housing for up to 10 employees.

From April to December, the Club is open Tuesday through Sunday from 7:00 am to 10:00 pm. The Club is open Wednesday through Sunday during January and February.

Position Summary – Clubhouse Manager

Reporting to the General Manager, the Clubhouse Manager has responsibility and oversees food and beverage service staff, locker rooms, housekeeping and valet. He/she leads the management team which includes: Food and Beverage Manager, Dining Services and Beverage Manager, Bar Manager, Head Waitstaff, Head of Housekeeping, Head of Valet, Locker Room Manager and seasonal Youth Director. The Clubhouse Manager will be expected to work cooperatively with all department heads including but not limited to the Executive Chef and culinary staff, Pool Director and Tennis Director. He/She will have responsibilities in smaller club sponsored and private events involving purchasing, staffing and oversight with event execution. This highly visible role must be engaging with the membership and possess a strong eye for detail to ensure the highest standards of service and housekeeping are being met.



Key Objectives

The Clubhouse Manager works closely with the General Manager and is the face of the Food & Beverage operation. He/she is responsible for the general operation of staff functions relating to dining services, housekeeping, locker rooms, valet, pool service and seasonal youth staff in accordance with the policies established by the General Manager, Board of Directors and by-laws of the Club. This includes assisting the General Manager with the preparation of the annual operating and capital budgets in his/her respective areas of responsibility and, after Board approval, the management and control of operations to attain the desired results. The Clubhouse Manager coordinates management functions of the Club and works in concert with the General Manager and committee chairs in assisting them in the development of proposed policies, programs, events, etc.

The Clubhouse Manager consults with the General Manager on all matters of significance or potential significance to the Club and is responsible for operation of all aspects of the Club in the absence of the General Manager. As Clubhouse Manager, he/she is responsible for the promotion of the Club and the dissemination of hospitality, friendliness and goodwill among all members and guests. His/her goal is always to assist members and their guests, and to ensure they enjoy the facilities and programs of their Club with an especially discerning eye for detail in the service, food and beverage, facilities and housekeeping areas of the Club.

The major areas of focus for this role are:

- **Member Services** – Assist the General Manager in maintaining efficient daily Club operations and provide quality leadership to supporting staff to deliver the best possible service to the membership.
- **Food and Beverage** – Serve as the face of the operation and demonstrate a passion for food and beverage with menu building and design responsibilities.
- **Employee Relations** - Coordinate with the General Manager, committees, and board members on matters of compensation, disciplinary, and other significant personnel actions while continuously providing support with recruiting, training, and continuous employee development.
- **Financial Management** – Provide input to all department heads and key personnel regarding budgets, fiscal controls, and operational guidelines while working with the General Manager on annual operating budget preparations and long-range planning including facilities management. In addition, develop and implement processes and procedures to increase operating efficiencies, internal controls, and therefore improve costs controls.
- **Club Management** – In the absence of the General Manager oversee all Club operations as well as attend meetings held by the General Manager and various committees regarding long- & short-term planning activities of the Club. Oversee the purchasing, staffing, and execution of Club sponsored and member events.
- **Communication** – Develop ongoing dialogue and rapport with Club members through various programs and mediums of communication while keeping the General Manager informed at all times of all significant operating matters. At the same time, develop and maintain an effective employee communication system.



Competencies and Qualifications

- Minimum 5 years of progressive club management experience resulting in a present position as an Assistant Manager or Director in a private club or luxury hotel with an emphasize on excellent dining and service.
- Bachelor's degree preferred. Passion for and participation in the Club Management Association of America and an interest in achieving the CCM designation is desirable
- Energy, poise and presence to serve a discerning membership, motivate an experienced staff and understand Midwest values.
- Solid operational and financial skills with experience in budget development and execution.
- Technical experience in purchasing/price methods, POS updates, and hospitality-related software, as well as proficiency in Microsoft Office (Word, Excel & PowerPoint).
- Capable of a high degree of initiative and resourcefulness in directing the activities of a club, and able to present a consummately professional and polished image to the staff, membership, and general public.
- Extensive wine knowledge with the ability to train staff and manage an interesting wine cellar
- Experience with developing and implementing processes and procedures that effect structure, consistency, and efficiency with operations.
- Employee relations, selection/hiring, day to day management, and training & development experience. Special commitment in recruiting, developing and supporting young managers.
- Strong organizational skills and with ability to set priorities and delegate effectively with appropriate follow-through and oversight.
- Strong attention to detail in the overall management of the operation, but especially food service, housekeeping, and maintenance.



Compensation and Benefits:

- Compensation commensurate with experience
- Annual Bonus up to 10% of salary with measurable goals and objectives
- Benefits include:
 - o Health, Dental, Vision, Disability and Life Insurance
 - o Cell Phone stipend
 - o Clothing Allowance
 - o Education Allowance up to \$3,000 annually based on budget
- Relocation Allowance depending upon candidate needs

Projected Start Date:

No later than March 15, 2020

Application Closing Date:

January 31, 2020

Interested and qualified applicants should submit their resume and cover letter in confidence to **both**:

Ryan Doerr at Strategic Club Solutions
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