

# The Tuxedo Club



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## GOLF CLUBHOUSE MANAGER

### ABOUT THE TUXEDO CLUB

The Tuxedo Club is a distinctive social institution that, since 1886, has provided its members, their families and guests with recreation and refuge in the close environs of Metropolitan New York City. The facilities include an 18-hole Robert Trent Jones designed golf course, lawn tennis, court tennis, racquets, squash, platform tennis, padel, swimming pool, boathouse and skating rink. The Club has two properties four miles apart, including three full-service restaurants; Golf Clubhouse Restaurant, Poolside Grill, and the Lakeside at Main featuring the architecturally renowned John Russell Pope designed Main Clubhouse overlooking the magnificent Tuxedo Lake. The wide array of outstanding facilities, along with its rich history and tradition, makes The Tuxedo Club one of the most unique country clubs in the world.

### JOB SUMMARY

The Golf Clubhouse Manager is responsible for enhancing the overall food and beverage operations by developing, maintaining, and exceeding innovative service standards at their assigned location and/or event with direct emphasis on the Golf Clubhouse campus. This includes all aspects of day-to-day clubhouse operations, managing staff, coordinating maintenance and housekeeping standards, hosting events, coordinating food and beverage operations, and providing excellent customer service. The Golf Clubhouse Manager is a mature, highly motivated leader that can multi-task, while ensuring compliance with all Tuxedo Club regulations, standards, and guidelines to create an inviting and enjoyable atmosphere for members and guests. This position requires excellent interpersonal skills, attention to detail, and the ability to work independently and collaboratively. The Golf Clubhouse Manager is to be recognized, by membership and management alike, as the point person and true leader of the Club's golf house dining experience.

### RESPONSIBILITIES

#### General

- Oversee all operations for assigned location, service and/or event
- The primary duty is management; however, the Golf Clubhouse Manager is a working manager and will be required to fill in as a bartender, server, runner, etc. as needed
- Assist with recruiting, selecting, hiring, orienting, training, assigning, scheduling, evaluating, supervising performance, and carrying out disciplinary action as needed
- As the primary training location for new hires, support the recruitment and onboarding process by providing thorough on-the-job training and coaching to new hires, ensuring they are fully prepared to integrate into the club's service culture and expectations.
- Regularly observe and assess the service staff's performance, providing constructive feedback, coaching, and additional training to address any gaps in knowledge or skills and reinforce service expectations.
- Cultivate a supportive, motivating atmosphere that encourages continuous learning and development, ensuring that service staff feel empowered to ask questions, improve, and take ownership of their role in delivering exceptional service.
- In conjunction with management team, oversee the proper set, execution, and breakdown of member functions, outside party events and golf outings throughout the multiple facilities
- Coordinate playing levels to ensure prompt and efficient dining service, on-course set-up and breakdown for all member and non-member events, and coordinate locker room assignments with event guests
- Ensure adequate staffing levels for service and events
- Lead, motivate and engage staff to work collaboratively to provide consistent excellent service and be sure they are in proper uniform

- Continuously maintain Club service standards, distributing throughout all levels of service staff by way of manuals, training classes, and more
- Ensure that proper Tuxedo Club standards and guidelines are adhered to
- Work with house and maintenance staff to ensure cleanliness and good working order of all aspects of the facility. Report any issues as needed.
- Work with I.T. department with upholding all expectations and updates at the Golf Campus
- Conduct beverage inventory, maintain cellar and storage organization, and be knowledgeable of all offerings
- Ensure menu accuracy and pricing
- Generate daily, weekly, and monthly reports
- Maintain smooth communication between Front of House and Back of House, ensuring the Point-of-Sale system (JONAS) is up-to-date and operating effectively
- Oversee half way house cafe on the golf course to ensure consistently stocked, coordinate between kitchen staff and half way house personnel, maintain consistent service levels & support staff as needed.
- Provide required receipts, paperwork to accounts payable in timely fashion
- Attend F&B meetings, manager meetings, safety meetings
- Exceed expectations set forth by the Club's Board of Governors, Executive Committee, and House Committee
- Attend professional development programs
- Ad hoc tasks or projects assigned by AGM or Clubhouse Manager

### **Communication**

- Communicate often with AGM and colleagues to ensure consistency
- Inform HR of any staff concerns/issues immediately
- Create/print menus as needed
- Coordinate reservation information with front desk as needed

### **QUALIFICATIONS**

- Country Club experience preferred
- 5+ years of Food & Beverage and Clubhouse management experience preferred
- A four-year degree in Hospitality Manager or related field preferred
- Basic knowledge of DOH regulations
- Team player with a positive attitude and excellent communication skills
- Strong attention to detail
- Must be able to stand for long periods of time
- Must be able to work varied shifts which include weekdays, evenings, weekends and holidays
- Energetic and professional with ability to lead a team
- Familiar with industry's best practices
- Working knowledge of various computer software programs (MS Office, restaurant management software, POS)

### **COMPENSATION & BENEFITS**

- Salary Range \$70,000-\$79,999, based on experience
- Comprehensive Medical, Dental, and Vision insurance, employer covers 65% of premium and fully funds HRA
- Paid Time Off to support you with an active life outside of work
- Eligible for Employee Holiday Fund
- Optional life insurance, accident insurance, flexible spending account, long term disability, 401K with employer match
- Professional development allowance (annual dues, monthly meetings and other CMAA educational events)

### **WORKING CONDITIONS**

The Golf Clubhouse Manager is a full-time, exempt salaried position. It is expected that, at times, you may have to work evenings, weekends, and holidays. The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. While performing the duties of this job the employee is regularly exposed to outside weather conditions. The employee is occasionally exposed to moving mechanical parts and toxic or caustic chemicals. The noise level in the environment is moderate.

## PHYSICAL REQUIREMENTS

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job.

- May need to work in wet or humid conditions, near moving parts, near fumes or airborne particles, in extreme non-weather heat, and in extreme non-weather cold
- Regularly required to sit, stand, walk, bend, lift, use hands and fingers, reach with hands and arms, talk and/or hear
- Specific vision abilities required by this job include close, distance, color, peripheral vision, and depth perception
- Employees must be able to lift a minimum of 50 lbs multiple times per day, and push a cart weighing up to 100lbs
- Expect to be on their feet for up to 6 hours at a time
- Must practice proper body mechanics and use appropriate personal protective equipment to avoid injury

## DIRECT REPORTS

- Food & Beverage Staff
- House & Locker Room Staff

## HOW TO APPLY

Please send a cover letter and resume to:

Dan Britts, CCM  
Assistant General Manager  
dbritts@thetuxedoclub.org