



RCS Hospitality Group
a new generation of hospitality management
2827 Midway Rd SE Ste 106 - #231
Bolivia, NC 28422
www.consultingRCS.com

Position Available:
COUNTRY CLUB MANAGER
Cherokee Town & Country Club
Atlanta, GA

Cherokee Town & Country Club (CTCC) is looking for an enthusiastic senior leader with a transparent management style who is a true “thought partner” for the position of Country Club Manager. The Country Club Manager will oversee all Clubhouse and Food and Beverage operations of the Country Club. This person will work in partnership with the Director of Culinary and other team members, reporting to the Executive Clubhouse Manager. The successful candidate will be committed to providing best-in-class service and innovative ideas and will ensure a superior member experience by exceeding their expectations with a sense of urgency. This lead must have proven success in developing, motivating, and training a service-oriented team. Cherokee Town and Country Club is well-known nationally for its outstanding service culture and employee teamwork. This team lives their values every day, and you will be expected to do the same - if you are a team player, eager to showcase your talents, strive for continuous improvement, and want to work with ‘the best of the best’ - this is the perfect place for you!

POSITION OVERVIEW

The Country Club Manager (CCM) assumes all management responsibilities for superior experiences for members and their guests. The successful CCM will be able to consistently meet the Cherokee Standard, working within the operational and capital budget, overseeing the efficient and effective operations of building maintenance, housekeeping, locker rooms, dining rooms, fitness, private dining, Club events, bathhouse, and snack bars.

JOB KNOWLEDGE AND EXPECTATIONS

LEADERSHIP

- Provides quality leadership and contributes to the positive atmosphere of the Club and associated operations.
- Reports to and partners with the Executive Clubhouse Manager in all operational and functional areas of the Clubhouse as needed and directed.
- Interacts positively, professionally, and politely with all team members, vendors, and the community to promote a team effort. Poise and grace are expected as part of the Team Rules and Family Values shared by all CTCC team members.
- Oversee the execution and coordination of all private parties and membership Club event functions.
- Maintains and continually improves member service quality in the management of direct reports, all relevant Club environments, operation of the Clubhouse, and all events and programs presented for the members.
- Seeks out new and innovative ways to meet and respond to the needs and demands of the Club’s multigenerational membership. Displays strategic thinking, excellence, passion, and forethought.
- Follows directions, welcomes feedback, takes criticism appropriately, and interacts with all co-workers, members, and guests with respect and courtesy.
- Must be a complete team player. Meets deadlines and follows through on requests/questions from members and team members. Proactively seeks solutions and involves team members in the decision-making process. Must be able to engage in thoughtful, passionate, free-flowing conversations free of personal attacks and always with the end in mind to find a better solution together than one can create alone.
- Must maintain a “lead by example” approach within the clubhouse while maintaining a very upbeat, “can do” and “get it done” attitude toward members, services, programs, and initiatives.



RCS Hospitality Group
a new generation of hospitality management
2827 Midway Rd SE Ste 106 - #231
Bolivia, NC 28422
www.consultingRCS.com

- Greets members and guests by name. Knows and directs the execution of as many of their preferences as possible and is responsive to members' requests and strives to find creative ways to accommodate reasonable requests. The successful candidate must genuinely believe in the service philosophy: "The answer is 'yes,' what is the question?"
- Personally handles member and guest incidents and complaints and advises the Executive Clubhouse Manager regarding appropriate corrective action. Uses service opportunities for ongoing staff development.
- Is comfortable speaking in front of 100 or more people.

MANAGEMENT

- Responsible for monthly Country Club-specific e-blast Communication to the membership in addition to monthly contributions to the monthly member newsletter, Cherokee Life.
- Oversees technology applications and improvements throughout the operation and serves as the Country Club's point of contact with the outsourced support vendor.
- Works with contractors to ensure quality of service and adherence to contract terms.
- Ensures that CTCC members enjoy outstanding food and beverage experiences by providing appealing menu offerings that are appropriately priced and respectful, efficient, and exemplary service. Entire Club operations are a primary focus of the CCM.
- Inspects what is expected so that all safety, sanitation, energy management, preventive maintenance, and other standards are consistently met.
- Effectively manages projects to keep track of deadlines, milestones, and critical paths.
- Documents Standard Operating Procedures (SOPs) and ensures they are being followed by all staff that support a culture of being in the Happiness Business.
- Actively participates in Rules and Policy updates pertaining to the Country Club operation.

RELATIONSHIPS AND COMMUNICATION

- Establishes and maintains open and approachable relationships with the Membership while being proactive to their needs. CTCC managers greet and interact with members by name and maintain visibility and strong management presence during critical times.
- Coordinates with the Executive Clubhouse Manager, as appropriate on the following: clubhouse staff compensation, benefits, performance appraisals, disciplinary actions, and other significant personnel actions, and keeps the Executive Clubhouse Manager informed of significant changes before they occur.
- Works very closely with the Director of Golf and the Director of Golf Course Maintenance on day-to-day activities and coordination.
- Coordinates closely with Human Resources for new hires, terminations, performance evaluations, and employee relation issues. CCM is responsible for hiring, training, developing, and evaluating all Clubhouse employees.
- Reviews and approves bi-weekly payroll time sheets and documents.
- Ensures the policies within the Cherokee Employee Handbook are followed.
- Oversees all departmental training programs for line staff and ensures they are in alignment with Cherokee culture and expectations.
- Places great importance on staff communications and interaction. Conducts weekly staff meetings and pre- and post-event meetings to confirm understanding of the expectations and quality of outcomes for every member experience.
- Actively mentor department leaders and associates.
- Assists the Executive Clubhouse Manager, COO and CFO with budget preparation for Country Club House Committee review and Governing Board approval. Adheres to budgetary guidelines in management and



RCS Hospitality Group
a new generation of hospitality management
2827 Midway Rd SE Ste 106 - #231
Bolivia, NC 28422
www.consultingRCS.com

operation of Clubhouse, including event costing, personnel costs, and projections for the operation of all departments under their control.

- Keeps the Executive Clubhouse Manager informed of all significant or potentially significant operating matters, problem areas, achievements, or other matters of importance.
- Delegates appropriate responsibility to department leaders while remaining responsible for clubhouse operations—giving credit to the team and taking responsibility for any shortcomings.
- Plans and conducts regularly scheduled weekly department meetings and attends the Golf, Green, and Finance Committees, Senior Leadership Committee, Operations Committee, Cherokee Art Endowment Corporation, and Governing Board Meetings.
- Attends special management and Senior Leadership meetings, Country Club House, Finance, Golf, Green Committee meetings, and any other meetings as required. Is an active participant at monthly Board meetings and is an expected attendee at the club's annual Board Retreat.
- Presides over weekly Country Club F&B and Staff meetings.
- Is responsible for the proper planning and coordination with the Country Club House Chair and facilitates the Country Club House Committee monthly meetings.
- Undertakes special projects and assumes other duties and responsibilities as directed by the Executive Clubhouse Manager.
- Has a proven track record of being actively involved in local and national professional association work as a volunteer and a participant. Attends educational offerings that benefit both the Club and their personal career growth.
- The ability to effectively collaborate with members, senior leadership, and line staff.

FINANCIAL MANAGEMENT

- Obtains quotes on capital maintenance items identified by the Club's capital maintenance study for the Country Club to be replaced in the following year. Coordinates the submittal through the Country Club House Committee, Finance Committee, and ultimately, the approval of the Governing Board.
- Develops an operating budget for each of the department's revenue outlets; after approval, monitors and takes corrective action necessary to assure that the budget's revenue and expense goals are achieved.
- Ensures that appropriate controls and cost-effective procedures related to employee payroll, purchases, inventories, supplies, and other necessary expenditures are in place.
- Provides proactive, accurate, timely, and meaningful reports and analysis.
- Must be a detail-oriented individual who is comfortable interpreting spreadsheet data.

CANDIDATE EXPERIENCE AND QUALIFICATIONS

- Five (5) to ten (10) years of management experience in a similar, high-end hospitality environment.
- A proven track record of involvement in their local professional association, including committee service and leadership positions.
- Passionate and highly motivated, detail-oriented professional who enjoys full member engagement and making each moment special and memorable for members.
- Fundamental understanding of what constitutes a "premier club experience" and the proven ability to execute to that level.
- Possesses a good sense of humor and naturally likes to have fun.
- Remains calm under pressure and maintains expedient execution of events and resolution of conflicts or complaints while maintaining a leadership position overall.



RCS Hospitality Group
a new generation of hospitality management
2827 Midway Rd SE Ste 106 - #231
Bolivia, NC 28422
www.consultingRCS.com

- Effective problem-solver: effective verbal and written communication skills while demonstrating respect and achieving respect of the staff and the Executive Staff team.
- A verifiable track record of successfully leading and growing dynamic clubhouse operations, including revenue generation, controlling costs, and meeting or exceeding planned and budgeted bottom-line goals with a working knowledge of financial acumen, HR policies and regulations, and objectives in food and beverage operations.
- Excellent computer skills in Word, Excel, Outlook, POS, and time management systems. Web-based training, including the use of reservation systems a plus, as well as familiarity with social media as a business tool.
- Strong, effective listening skills. Ability to absorb a multitude of ideas and filter to the most important and viable options for action and completion in a timely manner.
- Ability to interact effectively before diverse constituencies of members, board members, committees, staff, vendors, and other members of the CTCC family.
- A fundamental understanding of all facets of the club, including golf operations, agronomy, facilities, fitness, and recreation.
- Embraces the service ethic and displays a passion for providing the consummate member experience daily.
- A professional with a verifiable, positive career track; someone who has been a “difference maker” wherever the candidate has been in the past.
- Confident in his or her abilities, yet humble in interactions with others.
- A professional, polished appearance and demeanor and expects the same from his or her staff.
- Aspires to progress to a COO/GM role with a continuous desire to improve him or herself.

EDUCATION REQUIREMENTS:

- A Degree is required.
- Hospitality industry certification is preferred, designation preferred CCM.

REPORTS TO

- Executive Clubhouse Manager

THE CLUB OFFERS

Salary ranges from \$140,000 to \$155,000 with an annual bonus potential of 15%, four weeks of vacation plus seven holidays, cell phone reimbursement, and a generous CMAA and further education allowance.

CLUB OVERVIEW

HISTORY:

Founded in 1956, CTCC is a 501c7 organization recognized as one of America's premier private clubs. It has two locations: the Town Club, which occupies the famed Grant Estate on West Paces Ferry Road in Buckhead, and the Country Club, which is located 12 miles north of the Town Club near the Chattahoochee River in Sandy Springs.

CULTURE:

Cherokee prides itself on continuous improvement in everything it does and is committed to exceeding member expectations and providing consistently superior experiences to its members. The excellence of Cherokee's facilities, combined with its commitment to the highest standards in dining, sports activities, and member services, has brought the club an extraordinary number of honors and awards throughout the years.

RECENT RENOVATIONS:

The Country Club underwent a \$10.5M renovation, which transformed the clubhouse into a modern destination with 180 degrees of verandahs and folding walls, creating an indoor and outdoor feel. The location has three pools, fitness



RCS Hospitality Group
a new generation of hospitality management
2827 Midway Rd SE Ste 106 - #231
Bolivia, NC 28422
www.consultingRCS.com

facilities, two member dining rooms, two other F&B outlets, and three private dining rooms in a 55,000-square-foot clubhouse. Additionally, it has two 18-hole Fazio re-designed golf courses, a state-of-the-art golf learning center, an active Caddie program, and a highly esteemed golf art collection. Cherokee is considered one of the largest clubs in the country, yet it possesses a family culture among its members and staff.

MEMBERSHIP:

Cherokee Town and Country Club is home to 2,610 members and their families. The average age of the membership is 62. There are 14 seats on the governing board. Currently, the initiation fee is \$150,000, with an annual dues volume of \$23.2M and a gross dollar volume of \$53M. Total food and beverage revenues equal \$17M, with \$5.1M generated from the Country Club. In-season, the Club is operated by its 625 employees with 395 FTEs.

MISSION STATEMENT:

Cherokee Town and Country Club will provide our membership with superior social and recreational experiences through the finest staff presenting the best possible services, amenities, facilities, and activities consistent with prudent fiscal management. Cherokee Town and Country Club will maintain a select and limited membership of compatible Individuals.

VISION STATEMENT:

Cherokee Town and Country Club will be the premier private family club in the South, with appreciation for our history and valued traditions.

CHEROKEE STANDARD:

Cherokee Town and Country Club will be a family club whose facilities, services and amenities are exceptional and where member expectations are exceeded consistently.

WEBSITE:

<https://www.cherokeetcc.org/>

[CLICK HERE TO APPLY](#)