



RCS Hospitality Group
a new generation of hospitality management
6412 Brandon Ave. #339 Springfield, VA 22150
www.consultingRCS.com

Position Available:
OPERATIONS DIRECTOR
Columbia Country Club, Chevy Chase, MD

Columbia Country Club is seeking a career minded service professional to join our team. The Operations Director is a Senior Staff member and will be one of the key faces of Club Leadership to employees, members, and guests. The Operations Director is responsible for all aspects of the Club's Family Activities Building which houses Fitness, Aquatics, Kid City, Youth Activities, Bowling, Locker Rooms, and Ice Skating. The Operations Director will oversee all athletic and family operations, assuring the highest quality of standards are held as we service our members daily. The candidate is expected to be a visible leader of the Senior Staff team, with a primary focus on training and developing mid-managers, developing, and implementing excellent service experiences, and executing family focused events. In addition to the training and development described above, the Operations Director will recommend club events and activities to members and guests and will inspect the Family Activities Building and related facilities to ensure proper appearance and maintenance.

The primary focus of the role is on the overall member/guest experience and the candidate will be expected to extend the "Warm Columbia Welcome" for which the Club is known. The Operations Director will embrace a family first culture and will invest in recruiting, nurturing, and developing team members who in turn actively impact the member experience. As the Club infrastructure undergoes transformational changes in the near future, the ability to maintain a genuine, highly visible, and interactive relationship with members and staff is paramount to this position.

ESSENTIAL FUNCTIONS:

- Responsible for the daily operation of the Family Activities Building including housekeeping, locker rooms, reception desk, indoor and outdoor pools, fitness center, bowling, ice skating, and valet.
- Approves budgets, staffing and general operating procedures for the athletic, aquatic, fitness, bowling, ice skating and youth activities departments.
- Develops, monitors, and is responsible for the labor costs and the financial operating results for areas of oversight. Prepares variance reports and, when needed, develops corrective action strategies.
- Assists the General Manager and Clubhouse Manager in developing/implementing business plans, operating reports, forecasts, and budgets.
- Research new products and develop an analysis of their costs and benefits.
- Plans and coordinates training and professional development programs.
- Serves as the administrative link between departments.
- Acts as a department manager in the event a manager is absent.
- Responsible for maintaining a high degree of employee morale and comradery.
- Conducts training and weekly meetings with department staff.
- Monitors and enforces employee and member dress codes.
- Coordinates with the Food & Beverage department to guarantee smooth operational execution for all events and activities in the Family Activities Building.
- 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.
- Monitors all Standard Operating Procedures and safety and training programs including but not limited to CPR/AED and First Aid.
- Maintains a high degree of contact and visibility amongst Members, guests, and employees.



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- Interacts with Members providing recommendations for events, answering questions, solving problems, and influencing a positive member experience.
- Ensures a timely response to concerns raised by Club Members, guests, and employees.
- Attends management and staff meetings while executing proper lateral and upward communication to appropriately align the Club's current interests and goals.
- Drafts committee agendas and keeps the committee chairs informed of action items, current trends, and desired outcomes.
- Attends and actively contributes to committee meetings while taking notes to ensure topics are discussed, tracked, and addressed by Club Management.
- Contributes to the planning and implementation of procedures for special Club events, activities, and catering functions.
- Helps plan and approve external and internal marketing and promotion for the athletic and youth departments.
- Ensures a CRISP and detailed physical plant is presented daily.
- Coordinates with House Services, Engineering and Greens for daily and preventative maintenance.
- Assists in the planning of facility improvements, remodeling, construction, and repair.
- Participates in ongoing facility inspections throughout the club to assure that cleanliness, maintenance, safety, and other standards are consistently attained.
- May perform opening and closing duties, including those related to security.
- Assists in the recruitment and management of the Club's internship program.
- Undertakes special projects requested by the General Manager.

CANDIDATE EXPERIENCE AND QUALIFICATIONS:

- A minimum of five years of experience in the club industry at a highly respected private club with a track record of increased management growth and development.
- A history of continued professional development.
- Pronounced "people skills" in interacting with employees and members.
- A strong degree of adaptability and flexibility.
- A team player who can work well and interact effectively with a diverse universe of employees, members, and contractors both inside and outside of Columbia Country Club.
- Outstanding oral, written, and listening skills.

EDUCATION AND CERTIFICATION:

A Bachelor's degree or higher, preferably with a focus on hospitality, sports management, or general business.

SALARY AND BENEFITS:

- Industry leading compensation package commensurate with experience.
- Upon eligibility a comprehensive benefits package including health, dental, vision, life insurance, disability, paid time off, and 401K plan

REPORTS TO:

General Manager

DIRECT REPORTS:

Fitness Director, Youth Activities Director, Pool Manager, Head Swim Coach, and Family Activity Specialist.



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CLUB INFORMATION:

Columbia Country Club, a private, member-owned club, conveniently located inside the Beltway in idyllic Chevy Chase, Maryland, is the successor of the Columbia Golf Club. The Columbia Golf Club was organized on September 29, 1898. Since 1898, Columbia has been a special place and has earned a tremendous reputation for everything from its championship golf course to its first-class dining facilities to an unparalleled social fabric. Columbia is not easy to capture in words or pictures. Its magic is more about how the people make you feel. What makes Columbia unique is the membership. Our members – distinguished, diverse, and colorful – have bonded together to consistently provide the Warm Columbia Welcome.

Columbia Country Club enjoys a rich history, tradition, and heritage. Beyond the beautifully manicured grounds, world class amenities, and inviting staff, Columbia plays host to year-round social and athletic activities. With our championship golf course, four paddle tennis courts, eleven outdoor tennis courts, a state-of-the-art fitness facility, an indoor and outdoor pool, a child-minding facility, multiple dining outlets, and more, your family will agree that Columbia is the perfect place to call your second home.

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