



## Director of Operations – Eastpointe Country Club Job Description

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### OUR CORE PURPOSE

## *MAKE A DIFFERENCE*

### Director of Operations

The Director of Operations at Eastpointe Country Club has direct oversight and is responsible for the success of club amenities to include F&B Operations, Fitness, Tennis, Aquatics, and other Clubhouse Operations. In the absence of the General Manager, the Director of Operations will be responsible for all Club operations. On a day-to-day basis the Director of Operations is to be a prominent face throughout the operation and will oversee all aspects of operations of the club amenities.

### Primary Responsibilities

#### Member Satisfaction:

- ★ Consistent sincere and significant engagement of members, highly visible to members and staff in the dining areas of the property is of premium importance. The Director of Operations is ultimately responsible to ensure that all member experiences and property events are well-conceived and executed.
- ★ Provide quality leadership in a positive and upbeat manner for the members, guests, and staff.
- ★ Create and maintain a first-class service culture throughout the property.
- ★ Address and resolve all member and guest related complaints.

#### Associate Relations:

- ★ Oversee the recruiting, hiring and development of department personnel. Oversee ongoing training programs complete with Bobby Jones Links manuals to ensure exceptional service in all parts of the property's food and beverage and amenity operation.
- ★ Provides for training and future development of all associates and supervisors subject to budget and approval by the General Manager. Instill the culture and service standards defined by Bobby Jones Links. Continue to coach, counsel and evaluate departmental staff.
- ★ Ensures that a positive spirit and healthy work environment exists throughout the property, one that is free of safety risks and all forms of harassment.
- ★ Maintain an effective communication program where associates are treated in a fair, structured and consistent manner.
- ★ Function as an administrative and communication link between departments on the property.

- ★ Guarantee that all food and beverage associates are regularly trained and certified in areas that help guard the safety and wellbeing of our members, guests and other associates including, but not limited to responsible alcohol service, safe food handling, etc.
- ★ Help to facilitate a team environment with high ethical standards, and one that positions Eastpointe to be a preferred employer of choice in the community while remaining consistent within budgeted resources.

**Financial Management:**

- ★ Works jointly with the General Manager & Executive Team to prepare the annual operating and capital budgets for all food and beverage operations, fitness & tennis, manages and controls the operations to attain the desired results.
- ★ Monitors performance relative to the established budget (both dollars and labor hours) each week/month and directs the taking of corrective action as necessary to assure that the budgeted goals are attained.
- ★ Provides input to the General Manager regarding annual budgets, capital spending plans, fiscal controls and operational guidelines.
- ★ Responsible for all labor expense in the areas the Director of Operations manages. Ensures systems and processes are in place to manage labor expense on a weekly basis and remain within the established budget. Monitors payroll records to control overtime and maintain labor costs within budgetary guidelines. Communicates and works closely with the General Manager to manage and regularly report on performance.

**Personnel Management:**

- ★ Displays very hands on approach and leads the staff by example. Must be approachable to staff, members and guests.
- ★ Able and willing to fill in where needed (including back-of-house operations) to ensure there is no interruption of service.
- ★ Works with the General Manager, and others, as needed to develop long term staffing needs for area of responsibility.
- ★ Carries out directives as requested by the General Manager in a timely manner.
- ★ A warm personality, a sense of humor and the ability to work effectively with all levels of the diverse staff and residents.
- ★ Works with Executive Chef, Food & Beverage Director and Director of Catering & Sales to develop menus, plans and costings for catering events. Makes appropriate notes following events and files information for future use.
- ★ Works with the Director of Catering & Sales to organize and market special community events.
- ★ Works with Fitness and Tennis directors and staff to ensure operational excellence in the respective departments.

## Operational Responsibilities:

- ★ Understands and abides by Eastpointe CC and Bobby Jones Links policies and departmental procedures. Suggests changes and may direct the implementation of change.
- ★ Works closely with the Management Team to establish and promote a strong brand and value proposition for all Services at Eastpointe Country Club.
- ★ Researches new products/services/vendors and develops an analysis of their costs/benefits.
- ★ Keeps the General Manager informed of all potential problems and activities related to the smooth operation of the community.
- ★ When requested by the General Manager, participates in inventory management throughout the Dining Services department and completes a periodic china, glass and silver inventory to maintain par levels.
- ★ Demonstrates a sharp eye for detail in the overall management of the Dining Services department operation.
- ★ Works with the Food & Beverage Director and Staff to create and maintain an exciting and comprehensive beverage program. Manages all aspects of the beverage program.
- ★ Effectively plans and manages new operations, including food and beverage programs.

## Required Skills

The Director of Operations of a Bobby Jones Links club must have the following skills:

- ★ Is a passionate leader with strong food and beverage credentials and a proven track record of providing premier level hospitality services.
- ★ Is a proven leader who can manage his or her time and establish priorities, to which he or she is accountable to execute.
- ★ Has a verifiable track record of successfully leading and growing a dynamic food and beverage program including controlling costs, and meeting or exceeding planned and budgeted bottom line goals and objectives.
- ★ Has an in-depth knowledge of wine, beer, and spirits. Has a thorough knowledge of multi-dimensional à la carte dining services, training, and service standards and processes.
- ★ Is a highly motivated individual who is confident in his or her abilities and yet humble in personality; a person who can share the credit with their staff for achievements made as well as take responsibility when standards are not met.
- ★ Has a positive attitude and is professional in nature with a high degree of integrity, strong work ethic, and can handle resident food and beverage needs with professionalism.
- ★ Is resilient and can deal with high pressure situations with tact and/or grace.
- ★ Exhibits a continuous desire to improve him/herself and a track record of developing strong and upwardly successful associates and direct reports.
- ★ Is a confident, proactive team builder who has a history of attracting, developing, and retaining high performance staff.
- ★ Has an intuitive style resulting in a sincere and visibly engaged presence with residents, guests, and staff; a truly engaging "people person."
- ★ Has a fundamental understanding of what constitutes a "premier experience" and the proven ability to execute to that level.
- ★ Familiarity with the regulatory requirements associated with providing food services.

- ★ 4-year college degree is preferred with a major in Hospitality, Finance, and/or Business management.
- ★ A professional career track record of food and beverage achievement and stability with experience in a high volume, highly respected property, resort or hotel.
- ★ Proven leadership qualities with demonstrated ability to direct, coordinate and manage all facets of a property operation when functioning as Manager on Duty with responsibility of the Food & Beverage Department or in the absence of the Food & Beverage Director.
- ★ Must possess experience working with “Point-of-Sale” technology, preferably JONAS
- ★ Must have strong computer skills, including extensive use of Microsoft Office programs.
- ★ Possessing financial acumen to understand financials and manage budgets.
- ★ Sound and current knowledge of human resources practices, including wage and hour laws, employment and discharge, equal opportunity employment, OSHA and the full range of associate benefits.
- ★ Strong verbal and written communications skills. Comfortable speaking in front of a wide variety of groups including staff and administration. Communication with members, guests, and visibility are highly important attributes of the incoming Food and Beverage Director.

### **Physical Demands & Work Environment Requirements**

The physical demands described here are representative of those that must be met by an associate to successfully perform the essential functions of this job. While performing the duties of this job, the associate is frequently required to:

- ★ Walk, sit for long periods of time, stand, bend, use hands to finger, handle, or feel; and talk or hear, close vision, distance vision, peripheral vision depth perception and ability to adjust focus.
- ★ Spend time making repetitive motions such as typing
- ★ Lift up 25+ lbs. occasionally and to lift overhead and push/pull, move lighter objects.

The work environment characteristics described here are representative of those an associate encounters while performing the essential functions of this job. While performing the duties of this job, the associate will frequently:

- ★ Be indoors, in an environmentally controlled location
- ★ Occasionally may be exposed to outside weather conditions
- ★ Noise Levels may be distracting or uncomfortable.

### **Compensation and Benefits**

- ★ \$80,000-\$100,000 per annum
- ★ Excellent Benefits package (health, life, vision, dental) along with paid time off (PTO)
- ★ Professional Development & Education Assistance

**To Apply, [Click Here](#)**

Bobby Jones Links is an Equal Opportunity Employer committed to providing a diverse environment.