



DIRECTOR OF CLUB OPERATIONS OPPORTUNITY AT THE CLUB AT QUAIL RIDGE

Be a part of something amazing, as you help to shape the future of our Members experiences at The Club at Quail Ridge. As an established and exclusive country club community in the heart of Palm Beach County, we are seeking a true leader to join our family, serving as the **Director of Club Operations**. **This position will lead the day-to-day operations of all facets of our award winning Clubhouse.**

The **Director of Club Operations** will serve a key role in the leadership team, responsible for the supervision and oversight of multiple food and beverage staff members and teams, performing various services for the clubhouse food and beverage operations and facilities. The role will create maximum operational efficiency and ensure all members are provided a first class memorable experience at the highest quality level obtainable.

The **Director of Club Operations** will also be responsible for working with other Directors and managers, coordinating functions/events, leading and developing the food and beverage managers/employees, budgeting, and purchasing and requisitioning clubhouse supplies. The ideal candidate will have an eye for detail, a follow up mentality and a proactive, cost effective approach to providing first-class quality experiences for members. **This will be a highly visible role, requiring regular, friendly and clear communication with the members and guests.**

OUR COMMUNITY

Experience the *Championship Lifestyle* at The Club at Quail Ridge, a premier, private, gated Country Club community. Located in Boynton Beach, within the heart of Palm Beach County, Florida, our residents enjoy an enviable lifestyle of casual elegance and luxury. Quail Ridge offers over 600 acres of lush and beautifully landscaped grounds, 946 residences, 2 championship golf courses, 16 Har-Tru Tennis Courts, Spa & Fitness Center, miles of walking trails, an endless calendar of engaging social and cultural activities, world-class dining and sporting events, and a beautiful Clubhouse. Our community is ideally-located, close to fine restaurants, shops, entertainment and cultural activities in one of America's most famous vacation areas. Breathtaking beaches, boating, deep water sports, shopping and entertainment are all nearby.

Quail Ridge has it all, showing our members an unparalleled level of service, security, and peace of mind. With 24-hour security patrol, on-site medical first response, and a host of community services including on-site housekeeping, general maintenance and in-home dining services. With an on-site landscaping team, the National Audubon Society also recognizes the Club as a certified Audubon Cooperative Sanctuary. It is the beautiful landscaping, safety, and service excellence at Quail Ridge that attracts residents to the community. The secret to our success is found in the genuine friendliness and camaraderie of our members and the impeccable service delivered by our dedicated staff, eager to exceed expectations and uphold our mission that *Everything Matters*.

FOOD & BEVERAGE OPERATIONS

With an extensive calendar of engaging social and cultural activities, 36 holes of golf, 16 tennis courts, 6 pickleball courts, fitness and spa facilities and a residential community like no other, The Club at Quail Ridge offers something special for everyone. From a casual lunch or a post-game refreshment at our outdoor Quails Nest bar, to formal dining and catered events in any one of our multiple spaces, our menus are varied, exciting, and draw on culinary influences from across the globe.

At Quail Ridge, our annual food and beverage revenues exceed \$4 million with casual and formal dining menus, specials, and unique offering updated regularly. During our season, October through May, lunch and



dinner are served in the Clubhouse seven days a week. Our 63,000-square foot Clubhouse facilities includes both casual and formal dining facilities to seat up to 400 members and guests inside and another 200 plus outside.

In addition to the Clubhouse, Quail Ridge also has two Snack Bar food and beverage outlets, one located on both the North and South golf courses. The kitchen team also provides employee meals within an employee cafeteria on a daily basis.

The front of the house Food and Beverage team is comprised of approximately 50+ staff during the season.

The Club at Quail Ridge operates under the General Manager/COO organizational structure. The Director of Club Operations reports to the General Manager/COO.

OUR MISSION

At The Club at Quail Ridge, *Everything Matters*. Because we believe that quality employees create quality experiences, we make the commitment to provide professional, consistent and first-class service with positive energy and a sense of urgency.

If you are a true leader with exceptional Club operations, food and beverage experience, exemplary member service skills, and the desire to be part of a dynamic team environment, then we encourage you to read on and apply to be our **Director of Club Operations**.

Position Summary

The **Director of Club Operations** is responsible for supporting the General Manager/COO in the management of the entire Club operations. The Director of Club Operations will have the responsibility for a wide-range of amenities and operational functions at the Club and be an influential member of the Club's executive management team. The Director of Club Operations is also responsible for meeting performance goals. These objectives include assisting in the selection, development and training of the assigned staff at the club. The Director of Club Operations is responsible for managing and overseeing safety processes/procedures regarding the club. The Director of Club Operations ensures an exceptional member experience that supports our club vision.

Essential Functions

- Develops policies and procedures and directs/supervises the work and tasks of assigned department managers and associates to include Food and Beverage, Clubhouse Operations, Maintenance, Housekeeping, Transportation and Concierge.
- Manages the performance of all assigned operations within the Clubhouse. Continuously seeks improvements within the Clubhouse in an effort to provide the highest level of service possible. Responsible for the direction and supervision of the day-to-day activities of the clubhouse staff.
- Plans, develops, and approves specific operational policies, programs, and procedures and methods in concert with general policies.
- The DCO will interact positively and professionally with all members, guests, staff and vendors in resolving issues and promoting a respectful team work environment.
- The DCO, coordinating with key departments, has the responsibility of ensuring that all member and club events are exceptionally planned and executed, that dining service is impeccable, that Clubhouse operations are managed effectively and efficiently and staff are trained, mentored and developed for their improvement as well as for the Club's benefit.



- Entrusted with the operation, maintenance repair, administration and supervision of clubhouse facilities consisting of the Receptionist/Concierge, Food and Beverage/Dining Room, Service Bar, Snack Bars, Card Rooms and Clubhouse Administration roles. Responsible for efficient management, quality control and quality service at reasonable cost.
- Prepare and maintain detailed reports justifying budget estimates covering administrative and operating expenses. Keep House Committee fully advised of all results of all planned parties, receptions or other Club functions.
- Responsible for ensuring the monthly food and beverages inventories. Work closely with the Controller in relation to monthly costs and budgetary matters.
- Responsible for the direction and supervision of the day-to-day activities of the clubhouse employees, including their selection, appointment, salary, placement, promotion, separation and disciplinary action, in cooperation with the Human Resources Director. Maintain a quality staff to provide service for the operation and maintenance of the clubhouse facilities, including food and beverage staff, kitchen staff, members of the valet service, dining reservations staff and supervisory support during food service hours.
- Arrange for all Club social activities including entertainment, music and private parties sponsored by Club members. Establish all price schedules for such functions dictated by menus and services required.
- Responsible for the oversight of the procurement of all food, liquor and supplies required for use in the clubhouse facilities. Supervise delivery of goods and services received; verify all clubhouse invoices, taking advantage of discounts and allowances offered. Work closely with Controller in maintaining good financial relationships with sources/vendors.
- Responsible for menu selection and changes in coordination with the Executive Chef. Supervises the preparation of food service. Supervises the preparation of beverages and beverage service. Keep GM/COO advised of problems and members related to food and beverage operations.
- Negotiate all service contracts pertaining to any equipment (kitchen air conditioning, refrigeration), any services such as pest control, window washing, night cleaning and maintenance and work with Agronomist regarding plants, etc. Note: All service contracts are subject to approval of the COO.
- Responsible for maintaining and enforcing clubhouse rules and attire as outlined in the Quail Ridge directory. Reporting violations of these rules by members to the GM/COO who will take such action as necessary or take the disciplinary matter up with the Board of Governors.
- Must be available and schedule their regular hours of management to conform to the clubhouse operations and services, as detailed in the directory. During these hours, the DCO will devote their best efforts and knowledge working in the interest of the Club and its members.
- All reasonable requests or suggestions made by members will be accepted, seriously considered, and discussed with the GM/COO and Chairperson of the House Committee. Where Board action is required, a written recommendation will be submitted to the Chairperson of the House Committee for consideration by the Board of Governors.
- DCO should attend the meeting of the House Committee as the key member of management.
- Works closely with Community General Manager/COO, CFO, Controller, Director of Golf, Director of Golf Course Maintenance, Fitness Director, Tennis Director, Controller, and the Director of Human Resources.
- Manages the performance of all operations within the Clubhouse.
- Continuously seeks improvements within the Clubhouse in an effort to provide the highest level of service possible.
- Thoroughly evaluates all personnel who report directly to the Department Head on an annual basis. Ensures that all employees in the Department receive an annual evaluation.
- Recommends wage and bonus payments for department employees to the General Manager/COO.
- Is current on all new/current Human Resources policies and procedures, and ensures new information and policies are communicated and adhered to by all staff levels.



- Provides input and cooperates with the General Manager/COO, CFO and Controller in preparation of the annual operating and capital budgets.
- Monitors monthly and other financial statements for the Departments and takes effective corrective action as required.
- Maintains membership with relevant professional associations. Attends conferences, workshops and meetings to keep abreast of current information and developments in the field, as approved by the General Manager/COO.
- Participates in outside activities that are approved by the General Manager/COO to enhance the prestige of the community, and fulfill the public obligations of Quail Ridge.
- Perform any other duties and/or tasks that may be assigned by management.

Knowledge, skills and abilities

- Must have excellent computer skills, including extensive use of Microsoft Office program and related POS system/Jonas preferred.
- Must have knowledge of commonly used concepts, practices, and procedures within a country club.
- Efficiently handle multiple calls to customers, members, vendors and the general public.
- Respond to member complaints and inquiries in a courteous and friendly manner.
- Must possess excellent interpersonal and conflict resolution skills.
- Must possess excellent written and verbal communication skills.
- Must possess excellent organizational skills and coordinate and complete tasks with limited supervision.
- Must be a detail-oriented individual and possess time management skills.
- Fluent reading and writing in English with the ability to recognize signs and symbols.
- Ability to deal with routine changes often.
- Ability to deal effectively and tactfully with all employees, management and members.
- Ability to work in a fast paced environment.

Education and experience

- Bachelor's Degree preferred, with a major in Hospitality, Finance, and/or Business management.
- Minimum of 5-7 year's club experience required in a Clubhouse Management/Operations role, Assistant General Manager or General Manager role and/or Food and Beverage Director role.
- Minimum of ten years' experience required in supervising and managing staff.
- Required experience with budgeting, inventory and cost control, vendor relations and negotiations.
- Required experience with staff training, team building, and development.
- Must possess Point of Sale experience, Jonas preferred.
- Must have excellent computer skills, including extensive use of Microsoft Office programs.
- The ability to build a strong team through proper training, mentoring and an example of leadership excellence.
- Possessing financial acumen to understand club financials and manage budgets.
- A strong beverage knowledge with a focus on wine.

Variety of Supervisory responsibilities from 50-75 staff members

To apply, please email your resume to the HR Director at tblake@theclubatquailridge.com and submit your application at <https://quailridgecc.applicantpro.com/jobs/2719530.html>