

Binghamton Country Club

Hospitality Operations Manager

Job Description

Job Summary:

The Hospitality Operations Manager (HOM) will assume overall responsibility for aspects of the Binghamton Country Club (Club) including its activities and the relationships between the Club and its Board of Governors, members, guests, employees, community, government and industry. Coordinates and administers the club's policies as defined by its Board of Governors. Develops operating policies and procedures for food and beverage and directs the work of department managers. Implements and monitors the budget, monitors the quality of the Club's products and services, and ensures maximum member and guest satisfaction. Secures and protects the Club's assets, including house facilities and equipment.

Position Characteristics:

The characteristics of a successful HOM include honesty, straightforwardness, integrity, accountability, leadership and dedication. The HOM must demonstrate interpersonal relations skills, be a good communicator and motivator, be administratively competent and be able to communicate the Club's vision.

Principal Responsibilities:

1. Implements general policies established by the Board of Governors; directs their administration and execution in the restaurant, pool and club house general operations.
2. Plans, develops and approves specific operational policies, programs, procedures and methods in concert with general policies
3. Coordinates the development of the Club's long range and annual (business) plans
4. Develops, maintains and administers a sound organizational plan; initiates improvements as necessary
5. Establishes a basic personnel policy; initiates and monitors policies relating to personnel actions and training and professional development programs
6. Maintains membership with the Club Managers Association of America and other professional associations. Attends conferences, workshops and meetings to keep abreast of current information and developments in the field.
7. Coordinates development of operating and capital budgets according to the budget calendar; monitors monthly and other financial statements for the Club; takes effective corrective action as required
8. Coordinates and serves as ex-officio member of appropriate Club committees

9. Welcomes new Club members: “meets and greets” all Club members as practical during their visits to the Club
10. Provides advice and recommendations to the President and committees about construction, alterations, maintenance, materials, supplies, equipment and services not provided in approved plans and/or budgets
11. Consistently assures that the Club is operated in accordance with all applicable local, state and federal laws
12. Oversees the care and maintenance of the Club’s physical assets and facilities
13. Participates in the marketing and membership relations programs to promote the Club’s services and facilities to potential and present members
14. Ensures the highest standards for food, beverage, pool activities, entertainment and other Club services
15. Establishes and monitors compliance with purchasing policies and procedures
16. Reviews and initiates programs to provide members with a variety of popular events
17. Analyzes financial statements, manages cash flow and establishes controls to safeguard funds. Reviews income and costs relative to goals; takes corrective action as necessary
18. Works with subordinate department heads to schedule, supervise and direct the work of all Club employees
19. Attends meetings of the Club’s Board of Governors
20. Participates in outside activities that are judged as appropriate and approved by the Board of Governors to enhance the prestige of the club; broadens the scope of the Club’s operation by fulfilling the public obligations of the Club as a participating member of the community
21. It is not intended that the House Facilities Manager have the responsibility for managing or overseeing the golf course operations or golf facilities at the Club. It is expected that the House Facilities Manager will keep in close communication with the Golf Pro as to daily golf course use and special golf events for food and beverage planning purposes

Reports to: House Committee Chair, Club President and Board of Directors

Supervises: Food and Beverage Director (s); Executive Chef; Financial Coordinator; Pool Supervisor

Position Requirements:**Experience:**

- 2-5 + years as an Assistant General Manager or Assistant Clubhouse Manager.
- Prior experience in Club House supervision/management, preferred.
- Prior food and beverage management experience, including personnel training and management, menu development, overseeing food and labor cost.

Education: The ideal candidates will possess a bachelor's degree in the hospitality industry.

Core Competencies: Leadership, Management, Planning, Culinary Skills & Entrepreneurial Spirit

Base Salary: Commensurate with experience and salary history

Benefits: Health, Retirement

The Binghamton Country Club, a destination steeped in tradition since 1889, is the area's premiere private country club. Our golf course designed by renowned golf course architect A.W. Tillinghast compares with the likes of Winged Foot G.C., Bethpage and Baltusrol G.C.

The Binghamton Country Club's club house offers several areas for dining such as the Tillinghast Pub, the Binghamton Room or the Private Dining Room as well as our outdoor patios. Each of these areas of the Club provide a view of the Greater Binghamton valley. The Club is considered one of the area's premiere locations to host a wedding and reception, a business meeting or a social function of any kind.

From Memorial Day to Labor Day, our pool facilities which includes a qualified staff to provide lessons is complete with a newly renovated patio area for poolside dining as well as lounges and towel service.

The Binghamton Country Club is a private country club ideal for offering a wonderful experience for an entire family!