



## Point O' Woods – Clubhouse Manager Position

Tucked along the shores of Lake Michigan in the heart of Southwest Michigan, Point O' Woods Country Club stands as a timeless expression of tradition, excellence, and understated prestige. Since its founding in 1958, the Club has cultivated a legacy rooted in exceptional golf, refined hospitality, and a deeply loyal membership. At its core lies a masterpiece designed by Robert Trent Jones Sr., a course that has long defined classic American golf in the Midwest.

Today, Point O' Woods enters an exciting new chapter, one that calls for inspired leadership to reimagine and elevate the full member experience beyond fairways. The Club is seeking a Clubhouse Manager who will bring vision, creativity, and operational excellence to one of the region's most storied private clubs.

This is more than a management role; it is an opportunity to shape the social heartbeat of an iconic institution. The ideal candidate will be a dynamic and forward-thinking leader, equally comfortable crafting elevated dining experiences, curating memorable events, and building systems that enhance both efficiency and service. With a keen eye for detail and a passion for hospitality, this individual will seamlessly align clubhouse operations with the Club's celebrated golf tradition, creating a cohesive, vibrant, and exceptional member experience.

For the right professional, this role offers the rare chance to leave a lasting mark on a club where heritage meets possibility, and where the next chapter is ready to be written.

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### Application Information

For more information about this role or to apply, please contact General Manager **Matt Flaherty** at [mflaherty@pointowoods.com](mailto:mflaherty@pointowoods.com)

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## **Position Summary**

The Clubhouse Manager is responsible for the day-to-day operations of the clubhouse at a private country club, ensuring exceptional service and outstanding experience for members and guests. This role oversees clubhouse staff, dining and event operations, member services, and facility standards while maintaining the club's culture of hospitality, professionalism, and exclusivity.

## **Key Responsibilities**

### **Clubhouse Operations**

- Oversee daily operations of the clubhouse including dining, bar, lounge, locker rooms, and member gathering areas.
- Ensure the clubhouse is maintained to the highest standards of cleanliness, presentation, and service.
- Ensure aquatic and racquets facilities are maintained to the highest standards of cleanliness, presentation, and service.
- Coordinate with golf operations, grounds, and other departments to ensure seamless member experiences.

### **Member Experience**

- Deliver exceptional hospitality and personalized service to club members and guests.
- Coordinate and execute members' private events.
- Address member concerns promptly and professionally.
- Foster strong relationships with members to understand preferences and enhance satisfaction.

### **Food & Beverage Oversight**

- Supervise clubhouse dining operations in coordination with the Executive Chef and Bar Manager.
- Ensure high standards of service, food quality, and presentation.
- Collaborate with the Executive Chef to develop fresh menu items and seasonal offerings.
- Create themed dinners and events to enhance the member dining experience.
- Monitor inventory, service procedures, and dining room operations.

### **Staff Leadership**

- Hire, train, schedule, and supervise clubhouse staff, including servers, bartenders, hosts, and support staff.
- Provide coaching, performance management, and ongoing training.
- Implement systems that are efficient and comprehensive to maximize service quality.
- Promote a culture of teamwork, professionalism, and hospitality.

### **Events & Private Functions**

- Coordinate BEOs (Banquet Event Orders) for member events, social gatherings, tournaments, and private functions.
- Work with outside event coordinators, chefs, and service staff to ensure successful event execution.
- Oversee event setup, service quality, and member satisfaction.
- Order and maintain banquet equipment.

## **Financial Management**

- Assist with budgeting, expense control, and revenue tracking for clubhouse operations.
- Monitor labor costs, purchasing, and operational efficiency.
- Support financial reporting and cost management initiatives.

## **Facility Management**

- Ensure clubhouse facilities, furnishings, and equipment are properly maintained.
  - Coordinate with maintenance staff or vendors for repairs and improvements.
  - Maintain compliance with health, safety, and local regulations.
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## **Qualifications**

- 3–5+ years of hospitality, clubhouse, or private club management experience preferred
  - Experience in food and beverage operations strongly preferred
  - Strong leadership and team management skills
  - Excellent customer service and interpersonal communication abilities
  - Ability to manage multiple priorities in a fast-paced environment
  - Knowledge of private club culture and member service standards is highly desirable
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## **Communication**

- Newsletter

## **Skills & Competencies**

- Hospitality and service excellence
  - Staff leadership and team development
  - Event coordination and operational planning
  - Financial awareness and cost control
  - Conflict resolution and member relations
  - Organization and attention to detail
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## **Work Environment**

- Primarily located within the clubhouse of a private country club
  - Requires evenings, weekends, and holiday availability based on club activities and events
  - Frequent interaction with members, guests, and staff
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## **Compensation**

- Competitive salary based on experience
- Potential bonus structure
- Benefits may include health insurance, retirement plan, paid time off, clothing allowance and meals on duty.