



Clubhouse Manager Profile
Portland Golf Club
Portland, Oregon

Clubhouse Manager Opportunity

The Portland Golf Club Clubhouse Manager will lead a talented and versatile staff, providing outstanding and memorable member services. The position will promote an exceptional member experience through creative programming, impeccable customer service, and premier facilities.

In addition to leadership and team building skills, an innovative and energetic approach to member service with a significant focus on Food and Beverage is paramount. This position requires visibility, member engagement, and the authentic enjoyment of human interaction, as well as a detail-oriented customer service attitude.



Club History

Located near the heart of Portland, but tucked away among Herculean fir trees, rolling greens and tightly manicured gardens, Portland Golf Club is an oasis, offering a golf and clubhouse experience unlike any other within this region.

Established in 1914, Portland Golf Club is regarded as one of the most prestigious, challenging, and enjoyable member-owned golf clubs in the Pacific Northwest and continues to cultivate its place in history as a championship golf facility. The picturesque golf course and modernized clubhouse support golf and social functions that are compatible with the members' and their families' values and interests.

Portland Golf Club's championship tradition is evidenced by the legendary players who have graced the greens of PGC. They include Bobby Jones, Ben Hogan, Sam Snead, Byron Nelson, Cary Middlecoff, Jack Nicklaus, Arnold Palmer, Gary Player, Billy Casper, Lee Trevino, Greg Norman, Curtis Strange, Payne Stewart, Isao Aoki, Paul Azinger, Bob Tway, Kathy Whitworth, Donna Caponi, Nancy Lopez and more. Most recently, PGA tour winner Ben Crane, who grew up learning the game of golf as a PGC junior golfer, is now a third-generation member.

The legendary Ben Hogan shot 65-69-63-64 to win the 1945 Portland Open at PGC.

The 63 (tied by Dr. Cary Middlecoff at the Western Open) stands to this day as the course record. Mr. Hogan returned to PGC the following year to capture his first major at the prestigious PGA Championship in 1946 and the following year led the American team to a near clean sweep of the British team in the 1947 Ryder Cup at PGC. Over the years, PGC has hosted seven Portland Opens, five Portland Classics, the 1969 Alcan Championship, and the 1982 U.S. Senior Open. In addition to golf's historic legends of the past, PGC has played host to more recent tournaments such as the Fred Meyer Challenge, and the U.S. Women's Amateur Championship of 2015.

We create superb course conditions while maintaining the classic design and character of the golf course and clubhouse. After over a century of continuous operation, our mission is to carry on tradition, while continually evolving and adapting in order to remain current and relevant. We emphasize friendship and mutual respect for our fellow members, staff, and guests. Our care for the environment and our neighbors, in concert with our stewardship of our club, continues to cultivate PGC's place in history as one of America's top championship golf clubs.

Portland Golf Club Profile

- At present, there are approximately 685 members – comprised of 525 Golf and 160 Social Members
- \$13M gross volume
- \$2.8 million F&B revenue
- 2 kitchens
- The Clubhouse departments are comprised of 80 - 100 full-time and part-time employees.
- The Club employs 160 employees in all departments during peak season.
- Member initiation fee is \$72,000 with dues of \$11,000 annually.
- The Club uses ClubEssential for its POS, reservation, and membership management system.
- The average age of Club Members is approximately 61 years old.

Club Website: www.portlandgolfclub.com

Food and Beverage Operations

Portland Golf Club's dining experience is best described as quality, high-end, approachable food in a relaxed environment, integrating the Pacific Northwest's seasonal ingredients. Our members enjoy a menu that captures the true spirit of Pacific Northwest cuisine.

The dining room / deck seats approximately 150 people and the adjacent Card Room seats up to 50. The Pool is a favorite during the summer for a relaxing outdoor dining experience. This area has a separate kitchen that services an average of 100 people per day between Memorial and Labor Day.

Our main dining room is available Tuesday through Sunday for lunch, Wednesday – Sunday for Dinner, and Sunday breakfasts. Pool service is available 7 days a week for lunch and dinner throughout the summer months.

Other food outlets include "The Wedge" which overlooks the 9th green and features a coffee shop style breakfast, quick lunch items, snacks, and drinks. The Wine Room is available for smaller private dining groups with the option to customize menus with wine pairings. Dinner in the kitchen is a unique offering at PGC where the Membership can sit at our Chef's table in the kitchen and have a close-up view of the culinary team in action.

PGC offers a full complement of catering services for members, including party-planning for private functions. The Club also plans traditional events for the major holidays. Operations are closed on Christmas Day, Thanksgiving Day, and New Years Day

Golf Tournaments are an integral part of the club's operation. The Clubhouse Manager works closely with the golf team to deliver an exceptional tournament experience through advanced planning and execution.

Position Summary

The Clubhouse Manager at Portland Golf Club works closely with the Chief Operating Officer and is responsible for the general operation of staff functions relating to Member dining, special events, catering, housekeeping, building maintenance, groundskeeping, pool, and security. This position directly supervises the work of the food and beverage management team and is responsible for the operation of all aspects of the clubhouse, pool, and tennis courts.

The Clubhouse Manager must be versatile, possess a sincere service mentality and never lose sight of the primary objective of providing an exceptional experience for all Club Members. Amongst many key competencies, a successful candidate needs to demonstrate the following:

CLUBHOUSE MANAGER JOB DESCRIPTION

Leadership

- Be a collaborative team player who is willing to be “hands on” when necessary but understands when to step back and lead the team.
- Be an active and dynamic recruiter of team members and someone who inherently enjoys developing and building his/her team and leading them to significant, positive membership satisfaction outcomes.
- Involve associates in the decision-making process of how ‘work gets done’ and creates a work environment people want to come to and participate in every day.
- Have a passion and aptitude for teaching and training for all clubhouse personnel, working, as necessary, with the staff directly responsible for operations.
- Be a focused and consistent evaluator of personnel, ensuring that standards of conduct and delivery are met; this includes oversight of high standards of appearance, hospitality, service, and cleanliness of the club facilities.
- Establish and consistently enhance operating standards for personnel in areas of responsibility and consistently evaluate knowledge, understanding, and execution to these high standards.
- Conduct and/or oversee training programs for club personnel on various topics.
- Work closely with the food and beverage management team to ensure a cohesive experience that consistently exceeds the expectations of members and guests.
- Hold daily/weekly staff briefings with direct reports to keep them informed of necessary and relevant activities and expectations at the Club. Assist in planning and be responsible for ensuring special club events are well-conceived and executed.
- Attend food and beverage staff and management meetings.
- Engage with, observe, learn, and listen to the members and staff. Earn member trust by instilling confidence through continued enhanced operations, interaction, and visibility.
- Maintain physical presence during times of high business volume.

Operations

- Develop and maintain standard operating procedures for service that help to assure consistent, high-quality experiences.
- Evaluate all products and services to assure that quality standards are consistently attained.
- Ensure that high standards of sanitation, cleanliness and safety are always maintained throughout all clubhouse facilities.

- Establish controls to minimize inefficiencies and theft.
- Establish and maintain a regular cleaning and maintenance schedule for all clubhouse facilities and equipment.
- Maintain safety training programs; manages OSHA-related aspects of workplace safety and maintains MSDSs in easily accessible location.
- Oversee pool operations in coordination with the Aquatics Director.
- Oversee the banquet operation in coordination with the Events Coordinator.
- Oversee the member food outlets in coordination with the F&B Service Manager.
- Oversee the maintenance of the club facilities in coordination with the Maintenance Supervisor.
- Develop and maintain a wine program that provides high quality and interesting selections for the membership.
- Develop and maintain a bar program that stays on trend and provides interest to the membership.

Membership

- Have a heart of hospitality, embrace, appreciate, promote, and elevate the warmth and culture of Portland Golf Club.
- Be highly visible and engaged with Membership throughout all F&B outlets at the Club.
- Welcome, encourage and engage in regular feedback from members.
- Be responsive to members' requests for menu selections, event planning, etc., and strive to find creative ways to accommodate reasonable requests.
- Consistently elevate and innovate around services and experiences at the Club.
- Interact with House Committee, Entertainment Committee, and Tournament Committee.

Financial

- Clearly understand the metrics for successful attainment of financial goals and objectives in F&B operations, and consistently review these expectations with his or her direct reports to ensure understanding and 'buy-in' from those contributing to their attainment.
- Develops clubhouse operations budgets in coordination with the COO and Director of Finance
- Plan menus with the Executive Chef for all food outlets in the club and for special occasions and events. Schedule and coordinate the work of all clubhouse staff to ensure services are economical and technically correct.
- Consistently monitor payroll and labor resource allocations to ensure they are in line with financial forecasting and goals.
- Ensure effective and efficient staffing and scheduling for all facilities and functions while balancing financial objectives with member satisfaction goals.
- Embrace the use of systems (including regular inventory processes) and technology to assist in the management of the food and beverage department and the financial performance of the operation.
- Prepare necessary data for applicable parts of the budget; projects annual cogs, labor, and other operating expenses and monitor actual financial results; take corrective action as necessary to help assure that financial goals are met.
- Review and approve product purchase specifications.

MINIMUM QUALIFICATIONS

- 5 or more years supervisory experience in a high-end service focused industry.
- Club management experience is preferred.
- Extensive knowledge in food and beverage operations.
- Excellent communication skills.
- Excellent customer service skills.
- Exceptional leadership skills.
- Demonstrated knowledge in common club point of sale programs.
- Membership in The Club Management Association of America and has attained or is working towards certification.

REPORTS TO

Chief Operating Officer

COMMITTEE INTERACTIONS

House Committee

Entertainment Committee

Tournament Committee (F&B Planning)

SUPERVISES

Lead Housekeeper, Maintenance Supervisor, Clubhouse Landscaping Supervisor (in conjunction with the Director of Agronomy), Security, Aquatics Director, Food and Beverage Management Team

Salary and Benefits

Portland Golf Club offers a generous compensation package including, but not limited to:

- Competitive salary
- Medical, dental, vision, and life insurance
- Paid time off
- CMAA membership and continuing education

How to Apply

Interested candidates should email a cover letter and resume to llister@portlandgolfclub.com or send through US Mail to the attention of Lonnie Lister, CCM, CCE.