

## **DIRECTOR OF CLUB OPERATIONS FRAMINGHAM COUNTRY CLUB FRAMINGHAM, MA**

### **DIRECTOR OF CLUB OPERATIONS OPPORTUNITY AT FRAMINGHAM COUNTRY CLUB**

Framingham Country Club is seeking an accomplished and approachable Director of Club Operations who leads by example and takes pride in fostering a warm, genuine, service-oriented culture. This visible and engaged professional understands the importance of building authentic relationships with both members and staff, creating an environment where people feel valued and connected. The ideal candidate appreciates the Club's friendly, welcoming atmosphere and is committed to elevating service, consistency, and operational excellence across all areas of the clubhouse and facilities.

This leadership role requires a strong operator with experience in food, beverage and banquets, clubhouse operations, and team development, as well as the ability to collaborate seamlessly with the Grounds and Golf Operations teams to deliver an exceptional overall member experience. The right individual brings professionalism, integrity, and a true passion for hospitality, enhancing daily operations while contributing to a positive, accountable, and team-driven culture. As credibility and trust are earned through results, this position offers the potential to evolve into a broader General Manager role over time.

[Click here to view a brief video about this opportunity.](#)

### **ABOUT FRAMINGHAM COUNTRY CLUB**

Framingham Country Club (FCC), located in Massachusetts' Metrowest region and rich in over 120 years of history, offers a well-rounded private-club experience that blends tradition with modern amenities. The Club is centered around its championship 18-hole golf course, which serves as a highlight of the membership experience. Members partake in robust golf programs, tournaments, and practice facilities, including a driving range, putting green, and professional instruction designed to support players of all skill levels.

Beyond golf, FCC delivers a full lifestyle environment. The aquatics and recreation facilities include a state-of-the-art pool with a slide, diving area, and a dedicated kiddie pool, along with a poolside café and generously sized locker rooms, making the family-friendly component a true strength. The fitness side is housed in a modern Performance Center, which supports cardio and strength training, as well as golf-specific enhancement, fitting for those who count health and fitness as part of their club life.

Members can enjoy casual and formal options, along with seasonal outdoor dining at venues such as the Willow Brook Grille. Culinary offerings emphasize locally-sourced, seasonal ingredients crafted by an executive chef and team. Social programming and community are integral: the Club notes an inclusive, family-oriented culture where sports, leisure, and interaction are shared by members across generations.

### **FRAMINGHAM COUNTRY CLUB BY THE NUMBERS**

- Approximately 520 members (including 300 bondholders)
- Initiation Fee: \$29,000 (full golf)
- Annual Dues Approximately: \$13,000
- Annual Rounds of Golf Approximately: 24,000
- Annual Gross Volume Approximately: \$6.7M
- Annual Dues Volume Approximately \$4.7M

- F&B Volume Approximately: \$2.2M
- 55 FTE and 136 PT/seasonal employees
- Gross Payroll Approximately: \$3.8M
- The Club uses Jonas for POS and accounting

**FRAMINGHAM COUNTRY CLUB WEBSITE:** [www.framinghamccc.com](http://www.framinghamccc.com)

## **DIRECTOR OF CLUB OPERATIONS– POSITION OVERVIEW**

The Director of Club Operations is responsible for providing strategic and hands-on leadership for all clubhouse, food and beverage, pool, and facilities operations at Framingham Country Club. This position ensures that all non-golf areas of the Club operate efficiently, safely, and in alignment with the Club's service standards and member expectations. The Director maintains a highly visible presence and fosters a culture of professionalism, accessibility, and accountability while upholding the Club's reputation for hospitality and operational excellence.

Reporting directly to the Chair of the House Committee and the Board of Directors, the Director of Club Operations serves as one of three key members of the senior leadership team. The position works collaboratively with the Executive Chef, Controller, Director of Golf, and Golf Course Superintendent to ensure alignment across all departments and a seamless member experience. Direct reports include Dining Room Manager, Bar Manager, Pool Manager, and Facilities and Maintenance team, including custodial, housekeeping, and locker room personnel.

The Director must bring executive presence and gravitas balanced with an approachable and engaging leadership style. This individual builds trust and credibility through consistent communication, sound judgment, and a calm, confident demeanor. The ability to form and nurture positive relationships with members, staff, and peers is essential, as is the capacity to lead diverse teams with clarity, empathy, and purpose.

Key responsibilities include overseeing multi-outlet dining operations, bar and beverage programs (including a member wine-bin and wine program offering), event execution, pool and aquatics, clubhouse facilities, and maintenance. The Director manages departmental budgets, vendor relationships, capital project planning, and compliance with health, safety, and regulatory standards. The position is accountable for recruiting, training, and developing staff, setting clear expectations, and ensuring consistent performance across all service areas.

This role requires an accomplished professional with strong operational expertise, financial acumen, and the ability to implement systems that enhance efficiency, consistency, and member satisfaction. Success is measured by elevated service delivery, effective collaboration, and strengthened engagement among members and employees.

## **INITIAL PRIORITIES OF THE NEW DIRECTOR OF CLUB OPERATIONS**

- Listen, interact, observe, evaluate, and spend time truly coming to understand what makes Framingham Country Club a special and unique place. Learn the culture and traditions of the Club. Build relationships with members and team members.
- Conduct a comprehensive review of current clubhouse operations to identify areas for operational efficiency and service improvements. Develop a structured tracking and metrics system to measure the effectiveness of clubhouse functions.
- Prioritize exceptional service as the foundation for an elevated member experience, focusing on service consistency and responsiveness to member feedback. Re-define the Framingham Country Club member experience and drive it through the clubhouse operations team.
- Create and implement enhanced training programs to reinforce and elevate service standards and set clear expectations creating a culture of accountability.
- Review and evaluate the Clubhouse operation's organizational structure. Make recommendations to the House Committee and Board for changes as needed.
- Take a proactive role in the recruitment, onboarding, and comprehensive training of new team members, setting a strong foundation for operational success in the upcoming season.
- Collaborate with the golf operations and golf course team to create synergy and drive club success.

## CANDIDATE QUALIFICATIONS

- Ideally, a minimum of five to seven years of progressive leadership experience in a high-caliber, multi-outlet environment, such as a hotel, resort, private club, or corporate food and beverage operation.
- Candidates with backgrounds in other areas of the hospitality industry will be considered, provided they demonstrate a relationship-driven approach over a transactional one, verifiable through current and past professional success.
- A proven track record of building and maintaining strong relationships with both members and team members, where members' needs are prioritized, coupled with an intuitive mentoring style that encourages staff development and advancement.
- Evidence of a supportive leadership approach that emphasizes employee growth, high morale, and a strong, team-oriented culture.
- Demonstrated a history of success in managing quality F&B operations, with a focus on revenue generation, innovative service solutions, training programs, and fostering a strong service culture.
- Experience in developing and executing creative food and beverage concepts that resonate with diverse membership groups and enhance the Club's dining experiences.
- A proactive, results-oriented professional with a clear understanding of operational efficiency, quality standards, and financial performance as they relate to clubhouse success.
- Commitment to delivering a consistently first-class member experience through strategic foresight, problem-solving, and attention to detail in all aspects of Club operations.

## EDUCATIONAL AND CERTIFICATION QUALIFICATIONS

- A bachelor's degree is preferred, with a focus on Hospitality Management.
- Substantial private club or hospitality experience will be considered in lieu of the degree.

## EMPLOYMENT ELIGIBILITY VERIFICATION

In compliance with federal law, all hired employees must verify their identity and eligibility to work in the United States and complete the required employment eligibility verification form upon hire.

## SALARY AND BENEFITS

Salary is open and commensurate with qualifications and experience. The club offers an excellent bonus and benefits package, including association membership. Salary Range: \$140,000- \$175,000

## INSTRUCTIONS ON HOW TO APPLY

Please upload your resume and cover letter in the order listed using the link below. When prompted for them during the online application process, you should have your documents fully prepared to attach. Please be sure your image is not on your resume or cover letter; it should be used on your LinkedIn Profile.

Prepare a thoughtful cover letter addressed to **Mr. Michael Talmanson, Club President/ Search Committee Chair.** Clearly articulate your alignment with this role, why you want to be considered for this position at this stage of your career, and why FCC and the Framingham, MA area will benefit you, your family, your career, and the Club if selected.

**You must apply for this role as soon as possible. Candidate selections will occur early December, with the first Interviews expected in December and the second interviews a short time later. The successful candidate should assume his/her role as soon as possible but no later than February 2026.**

**IMPORTANT:** Save your resume and letter in the following manner:

"Last Name, First Name - Resume" &

"Last Name, First Name - Cover Letter - Framingham"

(These documents should be in Word or PDF format)

Note: Once you complete the application process for this search, you are not able to go back in and add additional documents.

[Click here](#) to upload your resume and cover letter.

If you have any questions, please email Alice Stevens: [alice@kkandw.com](mailto:alice@kkandw.com)

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