

## **Lakeside Clubhouse Director**

### **The Olympic Club**

**The Olympic Club** is hiring for full-time Lakeside Clubhouse Director. The Olympic Club at Lakeside is located in San Francisco, overlooking the Pacific Ocean. The Clubhouse is host to over 700+ member events each year including crab feeds, wine dinners, weddings, sports tournaments, children's holiday parties and events for all occasions. The focus for each of our Lakeside staff is to "wow" the members each and every time by exceeding their expectations at every opportunity.

The Lakeside Clubhouse Director will focus on promoting a Member Experience exemplary of the Olympic Club Mission and constantly looking for opportunities to improve and innovate while recognizing Club traditions. The Lakeside Clubhouse Director will be a highly visible and accessible leader with a hands-on approach with membership and staff.

The Lakeside Clubhouse Director is responsible for the overall operations of the Lakeside Clubhouse including a la carte dining, Member Events, catering, banquets, front office, housekeeping, and culinary. The Lakeside Clubhouse Director must demonstrate the ability to lead, inspire, motivate, mentor, and train staff members in all departments of the Lakeside Clubhouse.

The Lakeside Clubhouse Director must be forward-facing and accessible to membership, staff, as well as on-property third-party vendors (e.g.: Hot Dog Bills and Protech Security). The Lakeside Clubhouse Director should be a team player and collaborate with the members of the Executive Committee at both clubhouses and understand how each department operates and be able to identify key players within those divisions. The Lakeside Clubhouse Director is also responsible for evaluating, developing, and acknowledging talent at all levels.

The Lakeside Clubhouse Director is personally accountable for the performance of the Lakeside Clubhouse Department Heads specifically the Executive Chef, Catering Director, and Housekeeping Director. The Lakeside Clubhouse Director will share clearly defined expectations for the performance of the team and constantly communicates expectations with the Department Heads. The Lakeside Clubhouse Director will directly report to the Senior Director of Club Operations.

**Initial priorities for the Lakeside Clubhouse Director:**

- Take full ownership to open the Champions' Bar and The Lakeview Restaurant; two new world-class Food and Beverage outlets are currently under construction and scheduled to open in March 2023.
- Set the tone as the leader and evaluate the culture of the Lakeside Clubhouse for line staff and Managers with recommendations for improvements through short-term and long-term planning
- Organize, develop, and lead a team of entry-level and emerging mid-managers.
- Identify opportunities for improvement, find solutions, and implement them.
- Create a work environment where various teams and departments work collaboratively and in synchronicity.
- Observe the clubhouse experience through the eyes of a member and make changes to the hospitality offerings and services to provide optimal value in the Olympic club experience.

**Responsibilities and Opportunities:**

- Display positive, consistent leadership with excellent organizational and time management skills
- Implement service, positive communication, professional, consistent standards, and accountability measure for staff
- Work with the Senior Director of Club Operations in implementing new policies, procedures, and programs designed to enhance member facilities, amenities, service, and experience.
- Manage annual budgeting, supervise ordering processes, forecast financial projections, implement cost controls and efficiencies that do not negatively impact the member experience, manage labor costs, and optimize food and beverage and other revenues.
- Resolve problems at both strategic and functional levels.

**The Lakeside Clubhouse Director should be proficient in the following skills**

- An entrepreneurial approach to the business evaluating opportunities to manage expenses and increase revenue.

- Excellent people skills and ability to develop professional relationships with members and associates
- Motivates the team to constantly strive for excellence by coaching and mentoring mid-level managers
- Experience managing a unionized workforce
- Constantly evaluating facilities and looking at opportunities to improve based on member demand
- A strong understanding of the forecasted annual budgets
- An ability to manage procurement practices and look at opportunities to increase the Club's buying power and negotiate vendor contracts
- Attend to leadership responsibilities with regular attendance based on business expectations and needs.

**Qualifications Required:**

Fluent oral and written English communication skills.

**Qualifications Desired:**

Certified Club Manager credentials, or the strong desire to become a Certified Club Manager, are preferred.

Bachelor's Degree or international equivalency in business, economics, hospitality, or similar area of study. Or an equivalent number of years of experience in a similar position.

**Benefits:**

The Club offers a great benefits package with customary CMAA benefits.

*Interested candidates may submit their resume or complete our online employment application at: [www.olyclub.com/careers](http://www.olyclub.com/careers).*

***Interviews are by scheduled appointment only. All employment offers are pending satisfactory results from a background investigation and pre-employment drug testing.***

**EOE M/F/D/V.**

**Salary Range - \$175K - \$190K**