

CLUBHOUSE MANAGER PROFILE: OZAUKEE COUNTRY CLUB MEQUON, WI

CLUBHOUSE MANAGER OPPORTUNITY AT OZAUKEE COUNTRY CLUB

Ozaukee Country Club is seeking an energetic, visible, and hospitality-driven Clubhouse Manager to help lead the next chapter of one of Wisconsin's premier private clubs. This newly created position reflects the Club's continued commitment to elevating the Member experience while investing in the future of its leadership team. While rooted in food and beverage leadership, the role has been intentionally designed to provide broader exposure to overall club management, making it an outstanding opportunity for an ambitious hospitality professional seeking a long-term career in private club leadership. The successful candidate will foster a culture built on genuine hospitality, accountability, teamwork, and continuous improvement while serving as a highly visible presence throughout the Club.

This role offers the opportunity to partner with an engaged and supportive General Manager while gaining valuable exposure to Board and committee leadership, strategic planning, capital projects, and the broader operation of a successful private club. With a significant clubhouse renovation beginning in January, including the transformation of the Bar and Dining Room, the successful candidate will play an important role in shaping the future Member experience. Ozaukee is seeking a leader who views club management as a long-term career, someone with the ambition to grow professionally and embrace new challenges while making a lasting impact on the Club's culture and service standards.

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

ABOUT OZAUKEE COUNTRY CLUB

Founded more than a century ago, Ozaukee Country Club is one of the Milwaukee area's most respected private clubs, serving approximately 470 member families. The Club has built a reputation for exceptional golf, outstanding dining, and a welcoming culture that brings members and their families together year-round.

The Club features an 18-hole championship golf course complemented by a resort-style swimming pool, multiple indoor and outdoor dining venues, and an active calendar of social events and family programming. From casual dinners on the patio to private celebrations and member events, the clubhouse serves as the heart of the member experience.

Ozaukee Country Club continues to invest strategically in its future. Recent capital improvements include a new Grounds & Greens Maintenance Facility, a major pool expansion, and a nearly \$1 million commercial kitchen renovation. The Club is now preparing for a comprehensive renovation of its dining and social spaces, further enhancing the member experience for years to come. Recognized as a Distinguished Club in 2024, Ozaukee Country Club is experiencing exceptional momentum with growing membership, record utilization, and a strong financial foundation. Guided by an engaged Board of Directors and a culture of continuous improvement, the Club is well positioned to remain one of Wisconsin's premier private club destinations.

OZAUKEE COUNTRY CLUB WEBSITE: www.ozaukeecc.com

OZAUKEE COUNTRY CLUB BY THE NUMBERS:

- 374 Total Members | 52 is the average age of Members
- Approximately \$ 45,000 in Initiation Fee
- Approximately \$15,936 in Annual Dues
- Approximate Gross Volume: \$6.2M

- Approximate F&B Volume: \$1.6M
- 50 % à la carte, 50% banquets
- Recently renovated Kitchen
- 40.5% food cost | 38% beverage Cost
- 70 Employees (FTE)
- Club POS & Accounting System: Jonas

FOOD & BEVERAGE PROGRAM:

The Club offers a variety of dining venues that provide members with flexible options throughout the day. The **Men's Lounge** (60 seats), **Bar Room** (80 seats), **Dining Room** (75 seats), and **Patio** (70 seats) serve as the heart of the Club's dining program. The **Ladies' Lounge**, seating 30, provides an intimate and welcoming space for members to connect and dine. Beyond its daily dining venues, the Club supports an active banquet and event program with a **Banquet Room** accommodating up to 120 guests and a **Board Room** seating up to 30 for meetings and smaller private functions. Seasonal amenities include the **Pool Snack Bar/Golf Turn**, providing convenient, casual food and beverage service for members enjoying the Club's recreational facilities.

CLUBHOUSE MANAGER POSITION OVERVIEW

The Clubhouse Manager provides leadership, organization, and accountability for every aspect of the member hospitality experience. Success in this role requires a highly visible leader who enjoys interacting with members, develops strong teams, and collaborates closely with the Executive Chef to ensure seamless coordination between front- and back-of-house operations. The Clubhouse Manager reports directly to the General Manager and works collaboratively with the Executive Chef, CFO, Head Golf Professional, Superintendent, and other department heads to achieve the Club's strategic and operational goals. The Club is seeking a friendly, approachable, and highly visible leader who embraces genuine Midwest hospitality and enjoys building relationships with members of all ages. The team is largely made up of younger seasonal employees, particularly in the pool and snack bar operations, making a passion for coaching, mentoring, and developing talent essential. A solid foundation in wine service, or a genuine enthusiasm to expand one's knowledge, is highly valued.

The Club is known for its vibrant social calendar, featuring signature events such as the Hamptons White Party, Oktoberfest, and numerous family-focused celebrations. The Clubhouse Manager is encouraged to bring fresh, creative ideas that enhance the member experience while respecting the Club's traditions. Success in this role will require a close, collaborative partnership with the Executive Chef, a strong appreciation for golf and family programming, and sound business acumen to support the continued growth and success of the operation. Peak Season for Club operations is from Memorial Day to Labor Day, and a leader with experience in a busy seasonal property is preferred.

Leadership

- Foster a positive, respectful, professional workplace built upon teamwork, accountability, and improvement.
- Develop future leaders by providing coaching, feedback, and professional development opportunities.
- Provide effective, confident leadership for all clubhouse managers and staff, fostering trust, accountability, and a culture of continuous improvement.
- Lead collaboratively and with political savvy, partnering closely with the General Manager, senior leadership, and committees as a thoughtful and trusted advisor.
- Demonstrate a leadership style that is approachable, respectful, and diplomatic, with the confidence and judgment to say “no” when necessary while maintaining strong relationships.
- Be a hands-on leader when needed, while maintaining the ability to step back, empower others, and lead through clarity, consistency, and example.

Operations

- Partner closely with the Executive Chef to ensure seamless coordination between culinary and service operations.
- Ensure service staff possesses thorough knowledge of menus, featured items, ingredients, wine pairings, cocktails, and daily specials.
- Conduct daily pre-shift meetings to review service expectations, reservations, featured menu items, uniforms, and assignments.

- Maintain high standards of cleanliness, appearance, organization, and service throughout the clubhouse.
- Establish, maintain, and continuously refine operating standards, policies, and procedures to ensure consistency, efficiency, and quality across all departments.
- Ensure compliance with all health, safety, sanitation, liquor service, and regulatory requirements, including emergency preparedness and staff training across all areas of responsibility.
- Demonstrate strong organizational, analytical, and project management skills, with attention to detail and the ability to manage multiple priorities in a complex, multi-department environment.

Event Operations

- Collaborate with the Executive Chef and Events Manager to successfully execute member events, tournaments, weddings, and private functions.
- Assist with event planning, budgeting, staffing, execution, and post-event evaluations to continually improve service quality and financial performance.
- Develop operational documentation and event histories to improve planning and consistency.

Pool & Valet Operations

- Provide oversight of all seasonal pool operations, including staffing, scheduling, safety compliance, member programming, and swim team coordination.
- Ensure all lifeguards maintain required certifications and receive ongoing in-service training.
- Supervise valet operations to ensure efficient, professional arrival and departure experiences for members and guests.

Membership Experience

- Build meaningful relationships with members by learning names, preferences, and expectations while anticipating their needs.
- Lead by example through a visible presence on the floor during service.
- Respond promptly and professionally to member concerns while continuously seeking opportunities to enhance the member experience.
- Work closely with department leaders to deliver seamless, well-executed member programs, events, and daily experiences.

Financial Stewardship

- Collaborate with the General Manager and CFO to prepare annual operating and capital budgets for clubhouse operations, food and beverage, pool, and valet.
- Monitor departmental financial performance and recommend corrective action when necessary to achieve budgeted goals.
- Analyze labor productivity and payroll reporting to maintain labor costs within budget while delivering exceptional member service.
- Oversee purchasing, inventory control, and expense management to maximize quality, efficiency, and profitability.
- Participate in annual capital planning and long-range operational improvements.
- Understand and communicate key financial metrics and KPIs, supporting transparency through dashboards, reporting, and performance tracking.
- Oversee operational data including reservations, covers, average check, labor productivity, P&L performance, and member satisfaction metrics.

INITIAL PRIORITIES OF CLUBHOUSE MANAGER

- Establish Excellence as the Operating Standard: Set clear expectations for hospitality and service.
- Drive Consistency Through Strong Systems: Implement and reinforce reliable operating standards.
- Understand Membership, Culture & Governance: Quickly learn member preferences, traditions, and usage.
- Lead, Develop, and Align the Team: Serve as a visible, supportive leader who mentors department managers and frontline teams, fostering accountability, collaboration, and pride in execution.
- Be a Steady, Visible Presence: Maintain an approachable leadership presence throughout the clubhouse.

CANDIDATE QUALIFICATIONS

- 5 years or more of private Club or hospitality industry experience with management and supervisory experience and progressive professional advancement.

- Extensive background in Food and Beverage, and experience in openings or major renovation projects is desirable
- Strong knowledge of wine, beer, and spirits with the ability to manage an extensive wine program.
- Flexible, patient, and adaptable management style.
- Excellent communication skills with proficiency with Microsoft Office and hospitality point-of-sale systems.

EDUCATIONAL AND CERTIFICATION QUALIFICATIONS

- Bachelor's degree (B.A.) in Hospitality Management or related field is desired.
- Members of Club Managers Association of America (CMAA) and other professional associations.
- Certifications through the Court of Master Sommeliers (CMS) or WSET are desired

SALARY AND BENEFITS

The salary is open and commensurate with qualifications and experience. The Club offers an excellent bonus and benefits package.

INSTRUCTIONS ON HOW TO APPLY

Please upload your resume and cover letter in that order using the link below. You should have your documents fully prepared to be attached when prompted for them during the online application process. Please be sure your image is not present on your resume or cover letter; that should be used on your LinkedIn Profile.

Prepare a thoughtful cover letter addressed to **Mr. William Norem, CCM, Ozaukee Country Club General Manager.** Clearly articulate your alignment with this role, why you want to be considered for this position at this stage of your career, and why Ozaukee Country Club and the Mequon, WI area will benefit you, your family, your career, and the Club if selected.

You must apply for this role as soon as possible, but no later than September 21st. Candidate selections will occur in late September, with the first interviews expected in early October and the second interviews a short time later. The successful candidate should assume their role in late October/early November.

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

"Last Name, First Name - Resume" &

"Last Name, First Name - Cover Letter Ozaukee CC"

(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 Bethany Taylor: bethany@kkandw.com

Lead Search Executives:

Annette Whittley, CCM

Hospitality Consultant, Trainer & Search Executive

O: (833) KKW-HIRE, ext. 721

M: (561) 827-1945

annette@kkandw.com

Lawrence McFadden, CMC, ECM

Search & Consulting Executive

O: (833) KKW-HIRE, ext. 715

M: (239) 963-6888

lawrence@kkandw.com