



Job Title: Director of Club Operations

Location: Greensboro, NC

Company: Greensboro Country Club

About Us:

Founded in 1909, Greensboro Country Club (GCC) proudly holds both the Distinguished Club and Platinum Club designations. We stand out among private clubs in the Triad area by offering two stunning locations, a variety of fine and casual dining options, golf, tennis, fitness facilities, and a vibrant community of Greensboro's most interesting people. Following a \$19.1 million renovation at our Irving Park campus, we now feature:

- A family swimming pool, adults-only pool, and a separate splash pad for children
- An expanded, state-of-the-art wellness and fitness facility with new strength and cardio equipment
- Renovated restaurants, including adult, family, outdoor, and fine dining spaces
- Updated clubhouse interiors

At GCC, we serve our member families by providing a place for leisure, lasting friendships, and unforgettable memories that will last a lifetime.

Position Overview:

The Director of Club Operations at Greensboro Country Club plays a key leadership role in overseeing the daily operations of Food and Beverage, Fitness, Pool, and Youth Activities. This position offers an exciting opportunity for a high-potential leader to develop skills and experience necessary for a future General Manager role. The Director ensures that the country club delivers a premier, member-focused experience while maintaining efficient, profitable, and high-quality service across these departments.

In collaboration with senior leadership, the Director of Club Operations will help shape and execute strategies that drive operational excellence, financial performance, and member satisfaction. This is the perfect opportunity for a candidate eager to sharpen their leadership and management skills with the goal of stepping into a General Manager position in the future.

Key Responsibilities:

- **Leadership & Team Management:**
 - Lead and supervise department managers but not limited to food and beverage, fitness, pool, and youth activities.
 - Foster a positive, team-oriented work environment that prioritizes excellent service, collaboration, and accountability.
 - Ensure proper staffing, training, and development of staff to meet club standards.
 - **Operations Oversight:**
 - Oversee day-to-day operations across these departments to ensure seamless service delivery and high levels of member satisfaction.
 - Monitor club facilities and services, ensuring adherence to safety, quality, and cleanliness standards.
 - **Financial Management:**
 - Work with accounting to monitor key financial metrics such as revenue generation, labor costs, and inventory management.
 - **Member Experience & Engagement:**
 - Ensure that all member interactions reflect the club's commitment to excellence and personalized service.
 - Gather and analyze member feedback to continuously improve the club experience.
 - Collaborate with the membership department to create engaging events and activities that increase member satisfaction and retention.
 - **Facility Management:**
 - Ensure all physical aspects of the club are properly maintained and operational.
 - Coordinate with the maintenance team to schedule repairs and improvements, ensuring minimal disruption to member activities.
 - **Event & Program Management:**
 - Collaborate with the Events Manager and other departments to plan, organize, and execute a variety of member events and activities.
 - Ensure that events are delivered on time, within budget, and with the highest level of service and attention to detail.
 - **Strategic Planning & Growth:**
 - Contribute to the long-term strategic goals and vision for the club, including identifying opportunities for operational improvements, member growth, and service enhancements.
 - Stay informed of industry trends, best practices, and technological advancements to ensure the club remains competitive and attractive to current and prospective members.
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Qualifications & Skills:

- **Education:**
 - Bachelor's degree in Hospitality Management, Business Administration, or a related field. A Master's degree or relevant certifications (e.g., PGA, CCM, etc.) is a plus.
 - **Experience:**
 - At least 5-7 years of experience in club management or hospitality operations, with a focus on managing multiple departments and teams.
 - Proven track record of leadership and financial management in a country club or similar hospitality environment.
 - Experience in event planning, member relations, and operational oversight.
 - **Skills & Abilities:**
 - Strong leadership, communication, and interpersonal skills, with the ability to motivate and inspire a diverse team.
 - Solid understanding of financial management, budgeting, and reporting.
 - Ability to balance operational efficiency with a focus on providing exceptional member experiences.
 - Strong problem-solving and decision-making abilities.
 - Knowledge of industry trends and best practices in country club operations.
 - **Technical Proficiency:**
 - Proficient with club management software, MS Office Suite, and other relevant tools.
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Physical Demands & Work Environment:

- Ability to work long hours, including evenings, weekends, and holidays, as required.
 - Ability to walk and stand for extended periods of time, and move throughout the club's facilities.
 - Occasional travel may be required for industry conferences and meetings.
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Compensation:

- Competitive salary, based on experience.
- Comprehensive benefits package, including health insurance, retirement plans, and paid time off.
- Relocation assistance offered

Interested candidates should attach their resume and send to b.wilkerson@greensborocc.org.