



WILLOW OAKS

Willow Oaks is a vibrant, full-service country club situated on the south side of the James River in Richmond, VA. With over 1,000 full family memberships, there is something for everyone. 18 holes of golf, 8 outdoor and 4 indoor tennis courts, fitness center, swimming pool and youth facilities keep the members engaged on a daily basis.

Our Clubhouse, the social hub of the Club, was refreshed in 2018 and is scheduled for an extensive capital project starting Fall of 2025. The Oak Grill is our family friendly restaurant with a menu that appeals to all ages. The Rocks is the 21 and up oriented space perfect for a drink and a snack after a round of golf or the place to enjoy a cocktail before dinner. Our patio is a serene spot with unparalleled views.

The banquet spaces include three large rooms which can be combined for events up to 350 or partitioned for events occurring simultaneously. Our "Old House" rooms are perfect for private meetings or small gatherings.

Creative and original ideas come together to shape a calendar of roughly 50 member events each year, ranging in size from 25 to 600 attendees. These events vary in scope and orientation so that there is something for everyone.

Willow Oaks is a welcoming community currently looking for a Clubhouse Manager. The Clubhouse Manager is responsible for all clubhouse relationships on behalf of the members, guests, and staff plus all food and beverage production, as well as assisting with the supervision of our facilities and housekeeping services. This is a terrific opportunity for candidates whose desired path is to become a GM since several of our Clubhouse Managers have left Willow Oaks for GM positions elsewhere. Our goal is to transition this role to Assistant General Manager in the near future for the right candidate.

RESPONSIBILITIES/DUTIES

Our Clubhouse Manager sets the tone for the Clubhouse and F&B team and will hold both themselves and team members to high standards. They understand the importance of facetime with the members and can confidently and competently manage multiple events & priorities simultaneously.

Maintains responsibility for sales, expenses, and profit goals as outlined in the Food and Beverage, Clubhouse Department's operating plans/budgets. As well as oversees Clubhouse Food & Beverage operation and staff.

Will assist in the annual preparation of the Food and Beverage operating and capital budgets. Will implement member programs and financial controls to insure attainment of financial goals. Will assist in protecting the invested capital and assets of the Club membership.

Maintains contact with members and helps assure maximum membership satisfaction. Personally receives, investigates, and acts upon complaints from Club members, guests, and employees with regard to food and beverage issues.

Responsible for the development and implementation of on-going training programs for all food service personnel to ensure that the members & guests receive the highest level of quality Club service available in the Club industry.

Ensures that all safety, sanitation, energy management, preventative maintenance and other standards are consistently met.

Ensures all legal requirements are adhered to, including but not limited to, ABC and Wage and Hour regulations.

Periodically review and evaluate employees under his/her supervision for the purpose of attaining and maintaining performance and efficiency. Will review with the employee being evaluated all areas, both positive and negative, pertaining to their performance as well as address professional and personal growth.

Manage 10-12 subordinate supervisors who supervise a total of 50-60 employees in the Kitchen, Dining Room, Clubhouse, Banquet Rooms, and our Poolside Cafe. Is responsible for the overall direction, coordination, and evaluation of these areas. Including interviewing, hiring, and training employees; planning, assigning, and directing work; rewarding and disciplining employees; addressing complaints and resolving problems.

The ideal candidate will possess:

- College degree (hospitality degree is a plus) or equivalent work experience
- Minimum of 3 - 5 years management experience in the private club industry
- A hands-on management style
- Ability to develop food and beverage budgets, implement financial controls and administer programs designed to reach financial goals
- A solid working knowledge of all phases of food and beverage operations, a la carte dining, catering and special events, plus experience with POS (we use Jonas)
- Ability to lead as well as work in a team environment and relate well to other department heads

- Capability to have difficult conversations with staff & members to resolve conflict in a respectful and tactful manner
- Expert level organizational, administrative, technological and time management skills
- Ability to demonstrate good judgment, problem solving, and decision-making skills
- An engaging and warm personality – one that both staff and membership can relate to and rally around. It also helps to have a lot of patience, a calm demeanor & a sense of humor

Salary Commensurate with experience and qualifications plus bonus structure based on financial performance. Benefits include:

- Medical, dental, and vision insurance options
- Life and short term + long term disability insurance paid for by WOCC
- 401(k) with match
- PTO
- FSA for health care and child care
- EAP
- Parental Leave
- Free lunch & dinner daily
- CMAA membership package & educational opportunities
- Membership privileges to Willow Oaks Country Club for you and your immediate family

To Apply: Please email your resume and salary requirements to Laura Small at lsmall@willowoaksgcc.org