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COUNTRY CLUB MANAGER PROFILE: CHEROKEE TOWN & COUNTRY CLUB ATLANTA, GA

THE COUNTRY CLUB MANAGER OPPORTUNITY AT CHEROKEE TOWN & COUNTRY CLUB

Cherokee Town & Country Club is looking for a Country Club Manager with strong leadership skills who will be a strong, enthusiastic leader with a transparent management style, act as true “thought partner” for the Club and help lead Cherokee Country Club from good to great. The previous Country Club Manager was in the position for over five years and has accepted a COO/GM position at a highly regarded country club.

CHEROKEE TOWN AND COUNTRY CLUB

Founded in 1956, Cherokee Town and Country Club is recognized as one of America's premier private clubs and is a 501c7 organization. It has two locations: the Town Club, which occupies the famed Grant Estate on West Paces Ferry Road in Buckhead; and the Country Club, which is located 12 miles north of the Town Club near the Chattahoochee River in Sandy Springs. Cherokee prides itself on continuous improvement in everything it does and is committed to exceeding member expectations and providing consistently superior experiences to its members. The excellence of Cherokee's facilities, combined with its commitment to the highest standards in dining, sports activities and member services, has brought the club an extraordinary number of honors and awards throughout the years.

The Country Club Clubhouse has three pools, fitness facilities, two member dining rooms and two other F&B outlets and three private dining rooms in a 45,000-square foot clubhouse. Additionally it has 36-hole Fazio designed golf course, state of the art Golf Learning Center, an active Caddie program and a highly esteemed Golf Art Collection. Cherokee is considered one of the largest clubs in the country yet possesses a family culture among its members as well as its staff.

Mission Statement:

Cherokee Town and Country Club will provide our membership with superior social and recreational experiences through the finest staff presenting the best possible services, amenities, facilities and activities, consistent with prudent fiscal management. Cherokee Town and Country Club will maintain a select and limited membership of compatible Individuals.

Vision Statement:

Cherokee Town and Country Club will be the premier private family club in the South, with appreciation for our history and valued traditions.

Cherokee Standard:

Cherokee Town and Country Club will be a family club whose facilities, services and amenities are exceptional and where member expectations are exceeded consistently.

CHEROKEE TOWN & COUNTRY CLUB BY THE NUMBERS:

- Number of members: 2460
- Initiation fee: \$100,000
- Annual dues volume: \$13.7M
- Gross Dollar volume: \$33.4M
- F&B volume: \$11.8M
- FT Employees in-season: 343

- Number of Board members: 14
- Average age of members: 62

CHEROKEE TOWN & COUNTRY CLUB WEB SITE: www.cherokeetcc.org

COUNTRY CLUB MANAGER JOB DESCRIPTION

The Country Club Manager (CCM) assumes all management responsibilities for superior experiences for members and their guests which is delivered consistently while meeting the Cherokee Standard; operational and capital budgets and the efficient and effective operations of building maintenance, housekeeping, locker rooms, dining rooms, Club events, and snack bars.

The CCM:

- Provides quality leadership and contributes to the positive atmosphere of the Club and associated operations.
- Reports to and partners with the COO / General Manager in all operational and functional areas of the Clubhouse as needed and directed.
- Responsible for monthly e-blast Communication to the membership in addition to monthly contributions to monthly member newsletter, *Cherokee Life*.
- Oversees technology applications and improvements throughout the operation and serves as the Club's point of contact with the outsourced support vendor.
- Works with contractors to assure quality of service and adherence to contract terms.
- Interacts positively, professionally, with poise, and politely with all team members, vendors and the community to promote a team effort.
- Oversees the execution and coordination of all private parties and membership functions.
- Maintains and continually improves on Member service quality in the management of direct reports, all relevant Club environments, operation of the Clubhouse, and all events and programs presented for the members.
- Seeks out new and innovative ways to meet and respond to the needs and demands of the ever changing and diverse age group of the membership. Displays strategic thinking, excellence, passion, and forethought.
- Follows directions, welcomes feedback, and takes criticism appropriately and interacts with all co-workers, members and guests with respect and courtesy.
- Is a complete team player. Meets deadlines and follows through on requests/questions from members and team members. Proactively seeks solutions, and involves team members in the decision making process.
- Must maintain a "lead by example" approach within the clubhouse while maintaining a very upbeat, "can do" and "get it done" attitude toward members, services, programs, and initiatives.
- Greets members and guests by name, knows and directs the execution of as many of their preferences as possible and is responsive to members' requests and strives to find creative ways to accommodate reasonable requests. He or she believes in the service philosophy: "the answer is 'yes,' what is the question?"
- Personally handles member and guest incidents and complaints and advises the COO / General Manager regarding appropriate corrective action.
- Ensures that Cherokee Town & Country Club members enjoy outstanding food and beverage operations by providing appealing menu offerings that are appropriately priced and featuring respectful, efficient, and exemplary service. Food & Beverage operations are a primary focus of the CCM.
- Establishes and maintains open and approachable relationships with the Membership while being proactive to their needs. The expectation is to address Members by name and maintain visibility and a management presence during at critical times.
- Coordinates with the COO/GM, as appropriate, on clubhouse staff compensation, benefits, performance appraisals, disciplinary actions and other significant personnel actions, including keeping the COO/GM informed of significant changes before they occur.
- Coordinates closely with Human Resources for new hires, terminations, performance evaluations, and employee relation issues and is responsible for hiring, training, developing and evaluating all Clubhouse employees. Reviews and approves bi-weekly payroll time sheets and document.

- Ensures the policies within the Cherokee Employee Handbook are followed.
- Oversees all departmental training programs for line staff and ensures they are in alignment with Cherokee culture and expectations.
- Places great importance on staff communications and interaction. Conducts weekly staff meetings and pre- and post-event meetings to ensure understanding of the expectations and quality of outcomes for every member experience.
- Documents Standard Operating Procedures and ensures they are being followed by all staff that supports a culture of Service Excellence.
- Is an important mentor for department leaders and associates.
- Inspects to ensure that all safety, sanitation, energy management, preventive maintenance and other standards are consistently met.
- Effective project management skills versed in how to keep track of deadlines, milestones, and critical paths.
- Assists the COO/GM and Controller with budget preparation for Country Club House Committee review and Governing Board approval and adheres to budgetary guidelines in management and operation of Clubhouse, including costing of events, personnel costs, and projections for the operation of all departments under their control.
- Develops an annual capital budget for all responsible departments.
- Develops an operating budget for each of the department's revenue outlets; after approval, monitors and takes corrective action necessary to assure that the budget's sales and cost goals are attained.
- Ensures that appropriate controls and cost-effective procedures related to employee payroll, purchases, inventories, supplies, and other necessary expenditures are in place.
- Provides proactive, accurate, timely and meaningful reports and analysis.
- Keeps the COO/GM informed of all significant or potentially significant operating matters, problem areas, achievements, or other matters of importance.
- Delegates appropriate responsibility to department leaders while remaining responsible for clubhouse operations—giving credit to the team and taking responsibility for any shortcomings.
- Plans and conducts regularly scheduled department meetings including the Golf and Green Committees, Steering Committee, Operations Committee, Finance Committee, Cherokee Art Endowment Corporation, and Governing Board Meetings.
- Attends weekly or special management and staff meetings, Committee meetings, and any other meetings as required.
- Is responsible for the proper planning and coordination with the Country Club House Chairman and facilitates the Country Club House Committee monthly meetings.
- Undertakes special projects and assumes other duties and responsibilities as directed by the COO / General Manager.
- Maintains professional memberships and attends educational offerings that benefit both the Club and their personal career growth.
- The ability to effectively collaborate with member and staff leadership.
- Is comfortable speaking in front of 100 or more people.

CANDIDATE QUALIFICATIONS

The ideal candidate:

- Has seven to ten years of management experience in a similar, high-end hospitality environment.
- Is a passionate and highly motivated, detail-oriented professional who enjoys full member engagement and making each moment special and memorable for members.
- Has a fundamental understanding of what constitutes a “premier Club experience,” and the proven ability to execute to that level.
- Possesses a good sense of humor and an ability to have fun.
- Must remain calm under pressure and maintain expedient execution of events, resolution of conflicts or complaints, while maintaining a leadership position overall.

- Must possess effective problem-solving, effective verbal and written communication skills, while demonstrating respect and achieving respect of the staff and the Executive Staff team.
- Has a verifiable track record of successfully leading and growing dynamic clubhouse operations including building revenues, controlling costs and meeting or exceeding planned and budgeted bottom line goals with a working knowledge of financial acumen, HR policies and regulations and objectives in food and beverage operations.
- Required excellent computer skills of Word, Excel, Outlook, POS systems, and time management systems. Web based training including use of reservations systems a plus, as well as familiarity with social media as a business tool.
- Has strong listening skills and is able to absorb a multitude of ideas and filter to the most important and viable options for action and completion.
- Has the ability to interact effectively before diverse constituencies of members, board members, committees, staff, vendors and other people who are part of the Cherokee Town & Country family.
- Has a fundamental understanding of all facets of the club including golf operations, agronomy, facilities, fitness and recreation
- Embraces the service ethic and displays a passion for providing the consummate member experience on a daily basis.
- Is a professional with a verifiable, positive career track, someone who has been a “difference maker” wherever the candidate has been in the past.
- Is confident in his or her abilities yet humble in his or her interactions.
- Has a professional appearance and demeanor and expects the same from his or her staff.
- Aspires to progress to a COO/GM role with a continuous desire to improve him- or herself.

EDUCATIONAL AND CERTIFICATION QUALIFICATIONS

- A Degree is highly desirable, preferably in Hospitality Management or Business.
- In lieu of the degree, substantial private club or hospitality experience will be considered.
- Hospitality industry certifications is required, designation preferred (CCM, CCE, PGA, ETC).

SALARY & BENEFITS

Salary is open and will be commensurate with qualifications and experience. The club, along with the typical CMAA benefits, offers an excellent bonus and benefit 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.

Preparing a thoughtful letter of interest and alignment with the above noted expectations and requirements is necessary.

Your letter should be addressed to Mr. Michael Wheeler, MCM, CCE, COO/GM of Cherokee Town & Country Club, 155 West Paces Ferry Road, NW, Atlanta, GA 30305, and clearly articulate why you want to be considered for this position at this stage of your career and why CTCC and the Atlanta area will be beneficial to you, your family, your career, and the Club if selected.

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

“Last Name, First Name Resume” &

“Last Name, First Name Cover Letter”

(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.

For directions on how to upload your resume and cover letter [visit this page](#).

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

If you have any questions, please email Holly Weiss: holly@kkandw.com

Lead Search Executive:

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