

**CLUBHOUSE MANAGER PROFILE: BIG CANOE POA
JASPER, GA**

CLUBHOUSE MANAGER OPPORTUNITY AT BIG CANOE POA

An opportunity exists for candidates with a successful track record of leadership and high-quality operations management in private clubs or high-end establishments in the hospitality industry. We are conducting the Clubhouse Manager (CHM) search for a large scale, resident owned club community with a wide array of amenities and a beautiful Clubhouse, in what is essentially a large natural park. The Clubhouse Manager at Big Canoe POA (BCPOA or BC) will demonstrate the ability to organize and professionally manage food and beverage operations for the club in addition to the housekeeping teams. Venues include the Black Bear Pub (Clubhouse restaurant), Duffers (halfway house), Swim Club, along with banquets and catering. Equally important is the ability to intuitively embrace the need to be visible and highly interactive with the Property Owners, their guests, and staff; leadership in this area begins and ends with approachability and accessibility. Naturally embracing of the desire to work is critical and Big Canoe will most definitely spark the interest of those Clubhouse leaders with an interest and love of the outdoors.

The ideal Clubhouse Manager is someone with a true and sincere “hospitality gene” and who recognizes the special uniqueness of “community” found at Big Canoe. The Clubhouse on Lake Sconti has a lodge like feel and is the social and cultural programming hub of the community. The successful Clubhouse Manager will embrace the opportunity to elevate the food and service levels at the Clubhouse and creatively develop and manage Property Owner events and community activities.

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

A BRIEF OVERVIEW OF BIG CANOE POA

“It’s like living in a State park!”

“There is something about Big Canoe that is very special and ‘Mountain Magic’”

Located in Northern Georgia, approximately one hour north of Atlanta in the foothills of the Appalachian Mountains, 8,000+ acres of pure beauty surround Big Canoe (BC) and has historical roots dating back nearly 4,000 years as is evident in the Paleo Indian burial grounds located in the 50-acre reserve called Indian Village at Big Canoe. Officially opened in the fall of 1972, this award winning private mountain community features 27-holes of Championship Golf, resort-style amenities, and breathtaking views.

BC is registered with the Atlanta Audubon Society as an official Wildlife Sanctuary and with nearly 30% of its land preserved as usable green space it was named **“Best Hiking Community of the Year in 2015”** with 22 miles of genuine hiking trails that lead to waterfalls, Indian trail tree markers, historic moonshine stills and cabins dating back to the early 1800’s.

A very active community with approximately 58 social clubs, activities and volunteer organizations, BC is a completely self-sustained community with on-site utilities, six fire stations, a post facility, community amphitheater, chapel, retail center, public works, public safety, and on-site storage for RV’s, etc.

Social and outdoor activities and exercise are at the forefront of member interest at BC and this is reinforced through the following amenities:

CLUBHOUSE AND DINING – The Clubhouse offers four dining rooms to accommodate up to 300 diners in addition to numerous meeting rooms. Clubhouse venues include The Black Bear Pub, where diners enjoy laid back cuisine, beer on tap, wine and mixed drinks in the bar area, formal dining in the lakeside rooms and live entertainment on Friday nights and the Sunset Veranda, which is an extension of the Pub and features special events including chef stations, musical

entertainment, dancing, and Happy Hours. Casual fare is also available at Duffers, conveniently located for the golfers and at the Swim Club Snack Bar Memorial Day through Labor Day.

BIG CANOE POA VISION AND MISSION STATEMENT

Vision Statement:

“To be the pre-eminent private mountain community in the Southeast recognized for providing an extraordinary, friendly and enriching lifestyle.”

Mission Statement:

“To be responsible stewards of our unique mountain community and to enrich Property Owners’ lives through facilities, programs and events.”

BIG CANOE POA FACTS:

- There are approximately 2,682 homes at present, with an approved eventual build-out of 4,750 homes.
- Approximately 60% of the residents live in the community on a year-round basis
- There are 87 miles of roadways within the community, all maintained by the POA
- Overall operating budget of approximately \$16.6M with annual capital expenditures of \$3.0M - \$4.0M
- There are several levels of Property Ownership available to residents: Golf, Non-Golf Member Driving Range, Tennis, Pickleball, Fitness, Swim and Fishing. The range in dues from the top family Property Ownership starts at \$3,580 annually and goes to \$793.80 for Pickleball only and so on. Long-term renters are eligible for Property Ownership access as well. Big Canoe was named **“Best Amenity Package of the Year in 2012”** for its a la carte approach memberships.
- There are approximately 32,000 rounds of golf played annually on the three nines
- Overall golf operations generate over \$2.2M in gross revenues annually
- There are seven Property Owners on the Board of Directors, six who serve three-year staggered terms and one appointed by the Developer.
- Club/Community committees include: Architectural Environmental Control Department, Audit, Clubhouse, Conservation, Dog Park, Election, Finance, Golf, Golf Handicap, Lakes, Streams and Marina, LRP, Programs and Events, Tennis and Trails
- Food and Beverage revenue 2017: \$2.2M

BIG CANOE POA WEBSITE: www.bigcanoepoa.org

BIG CANOE MEMBER WEBSITE: www.insidethegates.org

BIG CANOE DEVELOPER WEBSITE: www.bigcanoe.com

CLUBHOUSE MANAGER (CHM) JOB DESCRIPTION

The CHM is responsible for the general operation of Clubhouse functions relating most importantly to food and beverage including a la carte, banquets, catering, and housekeeping. Specifically, the CHM has direct supervision of the Executive Chef, F&B Manager, Dining Room Managers, Banquets and Events Managers and their respective staffs. The CHM will lead all team members in a unified effort to deliver high quality experiences for Big Canoe Property Owners and guests. The CHM is responsible for all aspects of the Clubhouse operation and performs specific tasks as requested of him/her by the General Manager. He/she will work with the General Manager on annual budget formulation and will prepare all reports maximizing profitability in Clubhouse operations. He/she implements employee policies and enforces rules and regulations.

PRIMARY RESPONSIBILITIES

Member Services

- Sincere and significant engagement of Property Owners, highly visible to Property Owners and staff in the dining areas of the club during peak dining times; listening to their concerns and suggestions; observing, assessing, and evaluating all areas of responsibility; and working to implement appropriate and incremental improvements.

- The Clubhouse Manager is ultimately responsible to ensure that all member dining and club events are well-conceived and executed. Important life events of Property Owners are frequently celebrated at the Clubhouse and the Clubhouse Manager will have a critical role in making the parties a success, thereby increasing member satisfaction.
- Provide quality leadership in a positive and upbeat manner for the Property Owners, guests, and staff.
- Create and maintain a first-class service culture throughout the property.
- Address and resolve all member and guest complaints and suggestions, general service, employee attitude, maintenance, and presentation of the Clubhouse operations.
- Assist in the publications of newsletters, informational and promotional material.

Employee Relations

- Oversees the recruiting, hiring and development of all Clubhouse personnel and seasonal F&B staff. Oversees and implements a comprehensive and ongoing training program complete with up to date training manuals to ensure exceptional service in all parts of the club's operation. Facilitates annual performance reviews.
- Schedule and facilitate weekly F&B team meetings with DRM's, Chef and Banquet Managers to ensure that high standards of food and service excellence are maintained.
- Provides for training and future development of all subordinate managers and supervisors subject to budget approval by the General Manager. Instills the concept of being "team players" in all employees. Continues to coach, counsel, and evaluate departmental staff.
- Attends Big Canoe staff meetings as scheduled by the GM and attends scheduled golf operations meetings. Will attend board meetings as necessary.
- Functions as an administrative and communication link between departments in the Clubhouse.
- Guarantees that all Clubhouse employees are regularly trained and certified in areas that help guard the safety and wellbeing of our Property Owners, guests, and other employees.
- Helps to facilitate a team environment with morale, high ethical standards, and efficient use of resources to position Big Canoe to be a preferred "Employer of Choice" in the community.

Financial Management

- Works jointly with the Director of Finance and GM to prepare the annual operating and capital budgets for all Clubhouse operations, assists in managing and controlling the operations to attain the desired results.
- Monitors the budgets monthly and takes corrective action as necessary to assure the goals are attained.
- Provides input to all Clubhouse personnel regarding annual budgets, capital spending plans, fiscal controls, and operational guidelines.
- Responsible for all labor and food costs and maintains them within the constraints of the budget and through close coordination and with approval from the General Manager and Director of Finance.
- Monitors payroll records to control overtime and maintain labor costs within budgetary guidelines.
- Ensures the adequate cash control procedures are followed and that documentation for same is reported in an accurate and timely manner.
- Supervises the purchasing, receiving, safekeeping and disbursement of food and beverage, operating supplies and equipment to maximize quality and profitability.

Management

- Understands and abides by Big Canoe POA policies and departmental procedures. Suggests changes and may direct the implementation of change.
- Displays very hands on approach and leads the staff by example. Must be approachable to staff, Property Owners, and guests.
- Assures that the Clubhouse is run in accordance with all applicable local, state, and federal laws.
- Develops and maintains Standard Operating Procedures for Clubhouse functions.
- Observes safety and security regulations to protect the Property Ownership, guests, employees, and club assets.
- Disseminates information and coordinates activities between departments on a timely basis.
- Keeps the General Manager informed of all potential problems and activities related to the smooth operation of the Clubhouse.

- Furthers his/her own continued development as a club management professional as a member of CMAA. With the assistance and approval of the General Manager participates in appropriate seminars/training programs, thereby enhancing his/her value and quality of services to Big Canoe POA.
- A sharp eye for detail in the overall management of the operation. Maintain a clean, neat, and organized appearance of the interior and exterior of the Clubhouse.
- A warm personality, a sense of humor and the ability to work effectively with all levels of the internal staff and Property Owners.

Supervisory Responsibilities

- Banquets and Catering Manger
- Executive Chef
- Clubhouse Housekeeping
- Dining Room Managers

CANDIDATE QUALIFICATIONS

- Is a passionate leader with strong food and beverage credentials and a proven track record of providing premier -level hospitality services, with a personality that is commensurately appropriate for the Big Canoe POA culture.
- Is a proven F&B leader who can manage his or her time and establish priorities, which he or she is responsible to execute.
- Has a verifiable track record of successfully leading and growing a dynamic food and beverage program and Clubhouse operations including building revenues, controlling costs, and meeting or exceeding planned and budgeted bottom-line goals and objectives.
- Has an in-depth knowledge of wine, beer, and spirits. Has a thorough knowledge of multi-dimensional *a la carte* dining services, training and service standards and processes as well as strong and verifiable skills in developing and growing catering sales and banquets.
- Is a highly motivated individual who is confident in his or her abilities and yet humble in personality; a person who can share the credit with their staff for achievements made as well as take responsibility when standards are not met.
- Has a positive attitude and is professional in nature with a high degree of integrity, strong work ethic and can successfully manage in a fast paced, high energy environment.
- Aspires to progress to a GM role with a continuous desire to improve him/herself and a track record of developing strong and upwardly successful associates and direct reports.
- Understands golf and tennis and is knowledgeable of the traditions of the games.
- Is a confident, proactive team builder with a history of attracting, developing, and retaining high performing staff.
- Has an intuitive style resulting in a sincere and visibly engaged presence with Property Owners, guests, and staff; a truly engaging “people person.”
- Has a fundamental understanding of what constitutes a “premier club experience” and the proven ability to execute to that level.
- A professional career track record of food and beverage achievement and stability with experience in a high volume, highly respected club, resort, or hotel.
- Proven leadership qualities with demonstrated ability to direct, coordinate and manage all facets of club operations.
- Must possess Point of Sale experience.
- Must have excellent computer skills, including extensive use of Microsoft Office programs.
- Possessing financial acumen to fully understand club financials and manage budgets.
- An overriding sense of quality consciousness that pervades every area of the Clubhouse operation. This includes a high quality, courteous and efficient staff.
- Sound and current knowledge of human resources practices, including wage and hour laws, employment and discharge, equal opportunity employment, OSHA, and the full range of employee benefits.
- Strong verbal and written communications skills. Comfortable speaking in front of a wide variety of groups including staff and board committees. Communication with Property Owners, guests and visibility are highly important attributes of the incoming Clubhouse Manager.

EDUCATIONAL AND CERTIFICATION QUALIFICATIONS

- A college degree is preferred with a major in Hospitality, Finance and/or Business management. In lieu of a degree, substantial high-end private club, resort, or hospitality experience and club industry certifications will be considered.

SALARY AND BENEFITS

Salary is open and commensurate with qualifications and experience. The club, along with the typical CMAA benefits, offers an excellent 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, clearly articulating your “fit” with the profile and the above noted expectations and requirements is necessary.

Your letter should be addressed to the Big Canoe Clubhouse Manager POA Search Committee and clearly articulate why you want to be considered for this position at this stage of your career and why BCPOA and North Georgia will likely be a “fit” to you, your family and the community if selected.

Expressions of interest in this manner should be conveyed to our Firm no later than Monday, March 19th. Interviews occur in April with the successful candidate likely in place in Spring 2018.

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 Patty Sprankle: patty@kkandw.com

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