

CLUB DETAILS

Twin Oaks Country Club

1020 E. Republic Road
Springfield, MO 65807

This club uses CMAA's General Manager/Chief Operating Officer Concept.

Age of Club	Number of Members	Average Age of Members	Club Ownership
65	630	58	Member-Owned
Gross Dollar Volume	Annual Dues Volume	Annual Food Sales	Annual Beverage Sales
\$5,600,000.00	\$2,900,000.00	\$1,200,000.00	\$500,000.00

Golf Facilities

18 hole course, par 71, designed by Floyd Farley

- Twin Oaks' golf course is characterized by rolling hills, Bermuda grass fairways and Bent-green greens
- State-of-the-art practice facilities; won (one of twelve) prestigious 2013 Design Excellence Award
- New Pro Shop in 2016; plus, major investments into course over last several years, including new irrigation system and new water features in 2020

Tennis Facilities

4 outdoor lighted Hard courts

8 (newer) outdoor pickleball courts • All new fencing and lighting installed 2020

Swimming Facilities

1 Outdoor

- Zero-entry pool, plus six 25-meter lap lanes, dive well and slide
- Enhancements 2018 - including poolside bar, patio dining, outdoor fireplace, splash pad and water feature backdrop, game room and changing rooms
- Poolside F&B service provided

Dining Facilities

- Acorn Bistro (semi-formal); seating up to 60
- Mulligan's (family casual); seating up to 50
- Poolside Patio; seating up to 130
- Ballroom; seating up to 140
- Men's Grille; seating up to 60

Special Club Features

Twin Oaks Country Club is a community of friends that have come together to enjoy superior amenities and beautiful surroundings in a relaxed atmosphere. We strive to provide our members, their families and guests with outstanding social experiences that highlight friendship, fun and goodwill. Established in 1955, the Club's rich traditions of excellence and integrity have created a timeless foundation for our courteous and welcoming nature.

- Club is open for breakfast, lunch and dinner, Tuesday through Sunday
- Closed Monday; (except occasional outside golf outings)
- Closed Sunday evenings – November through March

Club is open 6 days per week, 12 months per year.

JOB DETAILS

Date Posted

1/21/2021

Job Title

Clubhouse Manager

Brief Job Description

Clubhouse Manager

This position would be ideal for a candidate who is ready to take this next career step to becoming a Clubhouse Manager. Possessing exceptional verbal and written communication skills, this energized individual should aspire to one day become a General Manager.

Twin Oaks' Clubhouse Manager will be responsible for hands-on participation and supervision of all `a la carte and catering services; clubhouse housekeeping and general awareness of maintenance needs. A highly visible position, access (and responsiveness) to members is a premium for this individual – ensuring they accept (and act upon) all constructive and critical feedback.

Primary responsibilities include, (but not limited to):

- Directly reports to General Manager
- Indirectly reports to Social and House & Bar committees of the Board
- Leads team of 2 managers (open and closer); catering sales manager; servers, hosts, bartenders, and beverage cart drivers
- Continuous, measurable (testing) training is a premium placed upon this position!
- Works closely with Executive Chef (menu planning) and Director of Operations (maintenance)
- (Chef maintains a professional kitchen and respect for all service staff is mandatory)
- Assists Member Relations Director to schedule all social events and club meetings; select and secure entertainment; and all other member-related media requirements for dining and event reservations, website and E-blast notifications, and other special requirements as they may present themselves, i.e., Kids' Camp
- Coordinates with Director of Golf to ensure all requirements are planned for with golf tournaments and related social events
- Coordinates with Director of Racquet Sports for all social needs involving tennis and pickleball outings for adults and kids

- Coordinates with Pool Manager to ensure all pool-centric events are planned, staged and executed, i.e., Fourth of July festivities, Ladies' Day at the Pool, etc.
- Works closely with Office Manager and Accounts Receivable to ensure accuracy of all F&B payroll and billings
- Assists Administrative Offices with maintaining POS database
- (Twin Oaks will go live with Northstar effective May 1, 2021!)
- Monitors safety conditions and employees' conformance with safety procedures, updates emergency plans and procedures, and assures effective training for these programs is conducted throughout the clubhouse
- Participates in on-going facility inspections throughout the club to assure that cleanliness, maintenance, safety and other standards are consistently attained
- Assist GM with F&B annual budget and capital needs; and deftly flexes with business fluctuations
- Hires all service staff and front-line F&B managers; (This includes consistent documentation of constructive, corrective actions and possible terminations)
- Directly responsible for dining, club event and specialty catering reservations and/or BEOs generated via catering sales
- Humbly accepts that missed service opportunities will be a part of this position; and how we all respond to corrective measures will define our growth and continued development
- Embraces clubhouse team objective "to continually find ways to improve member satisfaction!"
- Passion for the culinary arts, spirits and wines is a must; understanding the willingness to learn is greater than knowledge already acquired
- Fosters an environment where young, impressionable service staff fully buy into your passion for this industry; (Many are college students, as we are home to MSU and Drury universities, and a culinary school within Ozark Technical College)
- Creates and maintains a clubhouse environment of respect, for both members and staff

Candidate Qualifications

- 3+ years of progressive experience in a private, member-owned club is required
- Career track record that demonstrates commitment to current and previous employers
- Strong experience in food and beverage hospitality – especially food and (basic-to-moderate) wine knowledge – is required
- Excellent interpersonal and communication skills, both written and verbal that allow for smooth interactions with members, vendors and team
- Tireless team leader who operates with sincere enthusiasm to remain innovative and responsive to an evolving club culture!
- Valid driver's license required
- ServSafe certification required
- Proficient with Word, Excel and Microsoft Outlook
- Must be flexible with availability of scheduling; Must be available to work weekends

Physical Requirements

- Must be able to lift/push/pull up to 40 lbs.
- Must be able to endure long periods of standing, sitting and walking

Educational Requirements

- College graduate with bachelor's degree in business administration, hospitality management (or related) is preferred; But will consider qualified candidates who have not attained a degree

Date Position Available

February 15, 2021

Salary Range

Salary commensurate with experience

Other Benefits

- Access to club's excellent group insurance and 401k
- CMAA membership and related chapter education

Please send resumes to:

John C. Welter, CCM

General Manager/COO

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Springfield, MO 65807

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