**DINING AND EVENT MANAGER PROFILE:**

**SOUTH SIDE COUNTRY CLUB**

**DECATUR, ILLINOIS**

**DINING AND EVENTS MANAGER AT SOUTH SIDE COUNTRY CLUB**

South Side Country Club is seeking a positive, energetic and highly capable professional who has strong leadership experience to manage its Front-of-House and Events operations. The candidate must embody and demonstrate a confident servant leadership style that promotes a positive culture with an emphasis on process and procedure development, organizational consistency, team development, strategic planning and financial management skills while maintaining the highest levels of member satisfaction and retention. The candidate must also lead efforts to promote the club for internal and external events.

**SOUTH SIDE COUNTRY CLUB**

The mission of South Side Country Club is to ensure sustainability and value by providing casual yet high-quality facilities and services to meet the social and golf needs of its members, families and guests.

South Side Country Club is a family-friendly club that offers a casual dining atmosphere and a well-manicured 18-hole golf course. South Side offers its members a friendly place to bring family, friends and colleagues to entertain, relax or celebrate their most important occasions.

**POSITION OVERVIEW – DINING**

The manager will have full responsibility for all aspects of dining and bar service operations at South Side Country Club. The Dining Manager will lead a team of direct reports including both dining waitstaff and pool staff during the summer months. This position will work directly with the Executive Chef and kitchen staff to optimize dining efficiency and enhance the overall member experience. This position will report to the Club’s General Manager and/or the Board of Directors. The Dining Manager will work in tandem with golf and kitchen personnel to facilitate event sales and execution.

**POSITION OVERVIEW – EVENTS AND COMMUNICATIONS**

The manager will have front-line responsibilities for communication with members at the club and be the first point of contact for potential members when inquiring about membership or events. Additionally, the individual may assist other management personnel and the Board of Directors in communications with outside vendors and contractors. The role is a highly valued individual contributor that will also work in tandem with Club Department heads such as the Golf Professional, Executive Chef and the office staff to facilitate the booking and proper planning of events. Additionally, this individual may serve as a backup for the General Manager and take on support tasks as necessary to keep the club functioning as efficiently as possible. This individual may be called upon to work a non-standard schedule to support events and attend local trades shows / expos per the direction of club management.

The Dining and Events Manager is expected to be an interactive “thought partner” with the Board and Committees, working closely with both groups collectively as they make decisions and set strategic direction for the long-term well-being of the membership. Like many clubs, South Side Country Club has many new, younger members with families, and the balance of tradition with relevance to today’s member needs and expectation is a critical success factor. Taking the club into the future in a thoughtful way is a major goal.

Additionally, the Dining and Events Manager must be professional and highly respectful in his/her personal style, demeanor, and presence, and someone who recognizes and is comfortable in interacting with all demographics of its members, staff and other constituents who contribute to the success of the Club. The manager will be responsible for being on-site during prime dinner service and events to ensure smooth operations and member satisfaction.

**KEY ATTRIBUTES AND AREAS OF FOCUS**

The successful Dining and Events Manager will:

* Possess a proactive, member-focused leadership style that promotes staff professionalism and membership engagement leading to attraction and retention of both.
* Show a willingness to learn and lead by example.
* Possess and exhibit a sense of urgency when handling matters related to the club and membership. It is expected that this trait be instilled throughout the organization.
* Attentiveness to member services and satisfaction while also developing waitstaff.
* Strong understanding of superb dining and other food and beverage experiences for the club members and guests.
* Show creativity in social media presence for the club.
* Maintain consistent visibility for members and staff.
* Possess strong leadership skills and a strategic approach to management in all areas of responsibility.
* Demonstrate an ability to assess and proactively initiate processes and procedures in identified areas of the club operation.
* Show patience, observe, listen, ask questions, and learn about the culture and heritage of South Side Country Club and the surrounding community.
* Superior communication skills, exuding energy and creativity.
* Financial management experience with effective oversight of the departmental operating budget.
* Show an ability to effectively lead, mentor and develop direct reports.
* Demonstrate cultural development through good hiring, training, communication and developing a strong teamwork ethic.
* Demonstrate an ability to build a strong board and committee relationship, working to create a solid bond and communication exchange of diplomatic openness.
* Have a flexible schedule that optimizes visibility during both regular member dining and select events.

**DUTES AND RESPONSIBILITIES**

Member Services

* Get to know the members, their families, and their desires.
* Provides quality leadership and a positive upbeat image of the Club and its amenities. Leads with the knowledge and experience to provide members with premier service in casual and fine dining.
* Maintains detailed records of internal and external events.
* Responsible for the physical / aesthetic maintenance of the restaurant.
* Coordinates staff with the club counterparts to ensure all events run smoothly and efficiently.
* Plans his/her work schedule to be personally visible and readily accessible to members and their guests at the right times and in the right places.
* Maintains a working knowledge of all menu items and procedures.
* Primary communication to the membership including emails, weekly updates, and phone calls. Work with members and outside clients to book / plan private events.
* Coordinate events with club leadership to ensure optimal guest experience.
* Represent SSCC at local trade shows / expos for the purpose of soliciting outside event sales.
* Facilitate communication with outside vendors and contracted partners.
* Ensure consistent branding in all SSCC communications and documents.
* Develop and maintain club handbook and standard operation procedures.
* Maintain training / certification information for SSCC.
* Addresses and resolves member complaints and suggestions, in such areas as dining service, employee attitude and cosmetic appearance.

Employee Relations

* Creates and emphasizes a “one team” culture with all department heads and staff.
* Act as a mentor and developer of professional talent with the staff.
* Ensures all operations are in line with company standards, including health inspections and evaluations.
* Assist in the hiring / development / replacement of staff.
* Enables staff development through training and recognition to employees at all levels to maintain a highly team-oriented environment.
* Ensures that a positive and healthy working environment exists throughout the club, one that is free of safety risks and all forms of employee harassment.

Financial Management

* Assist in controlling the inventory of food and liquor within company standards.
* Optimize staffing to ensure a positive member experience while controlling labor costs within company standards.
* Create and document event P&L statements.
* Actively looks for efficiency opportunities in operations of the Club House.

**CANDIDATE QUALIFICATIONS**

* A minimum of three years of verifiable, progressive leadership and management experience in an active, private-member focused club environment or an equivalent combination of relevant experiences.
* Strong leadership skills with verifiable strengths in team development, financial performance, quality food and beverage programming, exceptional member/guest service programing, strategic planning, project management, and most importantly the ability to consistently define and achieve goals and objectives.

**EDUCATIONAL AND CERTIFICATION QUALIFICATIONS**

* A degree is highly desirable, preferably in Hospitality Management or Business.
* In lieu of a degree, substantial private club or hospitality experience will be considered.
* 2 years or more of prior professional experience in a restaurant is preferred.
* Basic computer skills including MS Office. Willingness and ability to learn Jonas Club software and other software/skills as needed.

**EMPLOYEE ELIGIBILITY VERIFICATION**

In compliance with federal law, all person hired will be required to verify identity and eligibility to work in the United States and to complete the required employment eligibility verification form upon hire.

**SALARY AND BENEFITS**

Starting salary range is $50,000 - $60,000 (commensurate with experience)

Bonus opportunities

Eligibility for medical and dental benefits

Paid Vacation

Position will include a 90-day performance evaluation

**HOW TO APPLY**

Please send your resume and cover letter to [info@southsidecountryclub.com](mailto:info@southsidecountryclub.com)