



Director of Clubhouse Operations Westmount Golf & Country Club

Introduction

Westmount Golf & Country Club is currently seeking a highly motivated and dynamic Director of Clubhouse Operations with a proven record in the private club industry. As a year-round multi-amenity facility with 1,700 Members, the Club is seeking an adaptive leader that can enrich the membership experience and build successful teams.

Position Summary

The Director of Clubhouse Operations is responsible for establishing, maintaining and managing an efficient and effective clubhouse operation that demonstrates the highest caliber of service, and promotes Westmount Golf & Country Club's Vision, Mission, and Values. They lead the service operation and oversee the physical plant of all Club outlets in conjunction with the Senior Leadership Team. The incumbent will oversee all Food and Beverage, Facilities Maintenance, Locker Room and Housekeeping Team Members to ensure the highest level of service is provided to all Club Members and Guests while meeting/exceeding the Club's budgetary goals. The Director of Clubhouse Operations will report directly to the General Manager and will be an integral part of the Senior Leadership Team.

Duties and Responsibilities:

Leadership and Management

- Responsible for directing the day-to-day operations for all clubhouse and food and beverage related outlets. Ensuring, in conjunction with the Food and Beverage, Facilities Maintenance, Locker Room and Housekeeping Teams, that all outlets are fully operational both in terms of quality and service standards while meeting/exceeding budgeted goals.
- Interviews, hires, trains, and leads Service Team Members in conjunction with the Senior Leadership Team. Provides on-going direction, support, and motivation for Team Members to present exemplary service as required by the Club's standards of service.
- Establish and oversee operating standards and procedures for food and beverage service, culinary operations, shipping/receiving and clubhouse services.
- Provide effective leadership to direct reports, including coaching, training, managing performance and encouraging professional development activities for new and experienced Team Members.
- Works with the Maintenance, Locker Room and Housekeeping Team to ensure all

areas of the Club are clean, staffed and maintained.

- Recommends to the General Manager operating hours for all food and beverage outlets. ■ Serves as the Manager on Duty where required or on a scheduled basis.
- Other duties as required or requested from the General Manager.

Member Experience

- Provides personalized and exceptional Member or Guest services with the highest level of hospitality and professionalism.
- Actively seeks to raise Member/Guest satisfaction levels in all aspects of food and beverage, facilities maintenance, locker room and housekeeping service at the Club.
- Responds to Member and Guest trends, needs, issues, comments and concerns to ensure quality experiences at present and in the future.
- Ensures that an accurate reservation system is in place.

Financial Management

- Develops and manages annual operating and capital budgets for each department, including regular monitoring and corrective action as necessary
- Develops a capital budget for all necessary food and beverage equipment, facility equipment and recommends facility renovation needs.
- Develops and implements ongoing sales and marketing initiatives under the approval of the General Manager for all food and beverage outlets of the Club; and together with the Food and Beverage Management Team develops the implementation of creative menus, wine lists, promotions and events to capture increased Member and Guest usage of the Club. Regulatory

Compliance

- Ensures Team Members in the Food and Beverage Department are aware of and comply with all health, safety, smart serve, and sanitation regulations alongside service policies and procedures. ■ Ensures that all legal requirements are consistently adhered to as they pertain to the Employment Standards Act, Occupational Health and Safety Act, Liquor Licence Control Act, and any other federal, provincial, or municipal mandates as applicable to each department. ■ Participate within the Club's Governance Structure by attending applicable Committee Meetings where required.
- Play an active role in the Joint Health and Safety Committee (JHSC), participate in quarterly meetings and monthly inspections.
- Work with Human Resources Coordinator/ Chair of JHSC to ensure health and safety is top of mind at the Club.

Facility & Asset Management

- Collaborates with the Facilities Maintenance Manager to inspect all clubhouse areas and outlets to ensure that all safety, sanitation, energy management, preventive maintenance and other standards are consistently met.
- Ensures preventative maintenance, safety, sanitation and cleanliness standards of all clubhouse facilities and external buildings are consistently met by conducting regular inspections. ■ Monitor building safety conditions and employee compliance with safety procedures, update emergency plans and procedures and ensure training for these programs are conducted. ■ Supervises the remodeling, refurbishment and other building design enhancements applicable to food and beverage service.

Technology

- Work with the Club's third-party IT provider to ensure the smooth operation of all computers and systems within their areas of oversight (including software programs, point of sale systems, hardware equipment, camera etc.)
- Identify and recommend systems, programs and computer purchase or upgrade requirements for their areas of oversight; while adhering to budgetary restrictions.

Financial Management

- Manages physical inventory verification and provides updated information to the accounting department.
- Audits and approves weekly payroll.
- Implement and ensure cost control procedures are consistently utilized.
- Works with the Controller to identify and develop operating reports of interest to the General Manager and for on-going control of the department.

Technical Competencies

- Strong business acumen – budgeting, profit/loss reporting, cost controls.
- Ability to use independent judgement and to manage and impart information to various stakeholders, including the General Manager, Westmount Golf & Country Club Membership, Senior Leadership Team, Committees and Team Members.
- Strong knowledge of culinary operations, wine and beverage, service standards and building maintenance.
- Exceptional attention to detail.
- Computer proficiency to calculate/report, and prepare complex reports, comparisons, and/or projections.

The ideal candidate will have strong administrative skills and be an excellent communicator. They should have a minimum of 5 years' practical experience at a private club, be a graduate of a recognized hotel/resort or food and beverage program with a history of continued professional development. We offer a competitive compensation package, which will be commensurate with experience.

Deadline for Applications: October 31, 2025

Michael Hearse, CCM
General Manager
Westmount Golf & Country Club
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No phone calls please. Applications will be accepted in strict confidence. We thank all applicants. Only those selected for an interview will be contacted.

Westmount Golf & Country Club is an equal opportunity employer and does not discriminate against otherwise qualified applicants on the basis of race, colour, creed, religion, ancestry, age, sex, marital status, national origin, disability, handicap, or veteran status. If you are an applicant with disabilities and require accommodations, please let us know at time of contact

and provisions will be made.