



The Congress Lake Club ~ Est. 1896

Experience the unique lifestyle of a resort-like getaway only minutes from home



Congress Lake Club Clubhouse Manager/Asst. General Manager

1 East Drive Hartville, Ohio

www.congresslakeclub.com

Position Overview

This is an exceptional opportunity for an up and coming Club professional seeking to advance his/her career. Leading a team of managers and reporting directly to the General Manager, the Clubhouse Manager/AGM will be a professional who aspires to bring the highest level of service to a discerning membership through hands-on leadership, strategic thinking, and professional hospitality standards. The current AGM is leaving for a general manager position. The previous AGM earned his CCM at Congress Lake and left for a GM position as well.

Club Facilities

Congress Lake is an exclusive private country club located in the greater Akron/Cleveland metropolitan area. The Club, one of the oldest in Ohio, has about 350 members and features a 900-acre property with 87 estate residences; a Donald Ross designed golf course; 300 acre private lake for boating, sailing, and fishing; a resort style swimming pool, racquet sports including 6 Har-tru courts, 2 platform courts, and tennis clubhouse; and a 50,000 square foot clubhouse with indoor and outdoor dining, banquet facilities, 10 overnight guest rooms, 2 kitchens, and other F & B outlets. \$6M in annual revenue including over \$2M annual F & B sales (extensive in season ala carte activity).

The Congress Lake Club Mission

The Congress Lake Club is a private country club dedicated to providing its members, their families and guests with a unique golfing, social and recreational experience with outstanding, personalized services and excellent golf, tennis, boating and fishing facilities in a beautiful lake setting that is unmatched in Northeast Ohio.

The Congress Lake Club Vision

Congress Lake Club provides its members with a relaxed, unpretentious lifestyle in a resort-like setting



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unlike any other in the region. It typifies the grandeur of traditional country clubs, but it is extremely relevant to the lifestyle of today's members. Our family-first approach, endless amenities, and personalized service make Congress Lake the envy of other private clubs throughout Ohio. The Club is fiscally sound and offers a very attractive value proposition. The friendly, well-trained and capable staff is a highly-valued asset. The members take great pride in the Club's rich history and current well-being, contributing their time, talents, and financial resources as needed to support and improve the Club.

Our Core Values

We have uncompromising standards of Integrity, Respect, & Honesty
We understand we are in the Hospitality Business First & Foremost
We understand Hospitality is about focusing on the Details of Service
We are disciplined in our adherence to standards, procedures, & policies
We are part of the Congress Lake Club, not an employee of a department

Club Employment Culture

CLC's Core Values reflect our true culture and managing by these values maintains the culture. The Club's leadership is committed to these values. Our management structure is a true Chief Operating Officer model with very limited committee involvement. Paul Showalter, CCM, a 20-year club manager, has led CLC since 2007 as its GM/COO. Showalter and Board leadership are committed to the professional development and advancement of its management team. Currently four CLC managers are active CMAA members; all having attended World Conference and various BMI's. Under Showalter's mentorship, the two most recent clubhouse managers/AGMs are now club general managers. Club Management is also committed to a healthy work/life balance with a five- day work week, being typical for the management team.

Community/Region

The Akron/Cleveland metropolitan area has revitalized itself in recent years with championship professional sports, nationally recognized performing arts, and a vibrant entertainment and dining scene. Kent, Ohio, home of Kent State University and its 30,000 students is a great living community for young professionals and just a 15-minute commute to the Club and 25 minutes to downtown Cleveland. Numerous bedroom communities with extremely affordable housing and great local schools abound in the area.

Position Duties

- This position manages operations of all Clubhouse operations including three different dining venues, outdoor dining, poolside service, banquets, and room service; housekeeping, reception, guest rooms, pool operations, and youth activities.

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- Responsible for general operation and staff supervision of the same ensuring standard operating procedures are met
- Recruitment, interviewing, hiring, orientation and training, scheduling, HR procedures, morale and discipline of all front of the house staff including food & beverage managers/supervisors
- Implements and continually develops the club's ongoing staff training program for all employees
- Administering club's entire POS system
- Reporting of operational metrics for departments under his/her authority including all kitchen financial reports
- Internal cost control of beverages, food, labor, and supplies
- Purchasing of liquor, beer, wine, beverages, linen and supplies
- Maintaining a high-quality wine program
- Promotion of dining and beverage operations including events, wine sales, entertainment, and sales
- Overseeing the Youth and Social Director and the Club's childrens' activities
- Maintains a professional image that represents The Congress Lake Club in and outside of the workplace

Position Qualifications

- A four-year college degree
- Club management experience
- An unblemished and progressive career path
- Hands on food and beverage operations management with appropriate wine knowledge
- Must possess natural leadership skills, poise, sophistication, and a great sense of humor
- Must be able to handle a fast-paced, constantly changing, high-end environment.
- Candidate must possess high service standards, a great attention to detail, time management skills, and an ability to multi-task
- Personal traits: integrity, creativity, ambition, extroverted, detail oriented, and multi-tasker
- Strong technological skills including social media knowledge; Ability to work proficiently in Jonas accounting software.

Compensation & Benefits

- Salary 70,000 to 80,000 (DOE) plus an annual performance-based bonus
- A five-day work week most months of the year
- Health insurance with a 22.5% employee contribution for individual and family, supplemental insurance available for life, dental, vision, and other coverages
- CMAA dues, education allowance, and mobile phone provided
- 401k plan with a 4% match (immediate vesting)
- 4 weeks of paid time off in February; complimentary meals on duty, holiday bonus. positive and fun work environment
- Relocation expenses are negotiable for candidates outside the region



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Application Instructions

Email resume, cover letter, and references to:

- Paul Showalter, CCM, General Manager/COO at generalmanager@congresslakeclub.com
 - Save your resume and cover letter in the following manner:
 - “Last Name, First Name Resume”
 - “Last Name, First Name Cover Letter”
 - “Last Name, First Name References”
- NO PHONE CALLS PLEASE
- Criminal background check and drug screening required