



Superintendent of Country Club Operations

Wheeling Park District

Contact Name: Lori Lovell

Contact E-mail: llovell@wheelingparkdistrict.com

Contact Phone: 847-465-2303

Closing Date:

Salary: \$95,000 - \$105,000

Description:

Job Title: Superintendent of Country Club Operations

Job Status: Full Time – Exempt

Division: Chevy Chase Country Club (CCCC)

Primary Work Location: Chevy Chase Country Club

Reports To: Director of Operations

Supervisory Responsibility: Superintendent of Greens, Golf Operations Manager, Food & Beverage Manager, and Sales Manager

Position Summary

The Superintendent of Country Club Operations oversees the daily operations of Chevy Chase Country Club, including business development, sales, events, golf operations, and overall club activities, ensuring a high level of guest satisfaction and financial success. This role requires a blend of sales expertise, operational management skills, and strong leadership to drive revenue, manage staff, and maintain the club's facilities and services. While under the direct supervision of the Director of Operations, the Superintendent of Country Club Operations exercises a great deal of independent decision-making and is responsible for coordinating the efforts of four (4) full-time staff.

Essential Job Duties

- Leads, oversees, and evaluates comprehensive operational strategies for event sales, food & beverage services, golf operations, and course maintenance at CCCC, in collaboration with direct reports.
- Organizes, coordinates, and evaluates the collaboration and effectiveness of direct reports.
- Recruits, hires, trains, develops, and evaluates the performance of subordinates and participates in the development and assessment of all staff of the CCCC.
- Oversees the financial management of the enterprise fund, including budgeting, forecasting, revenue tracking, and expenditure control to ensure fiscal sustainability and compliance.
- Prepares monthly board reports, program evaluations, annual reports, and any special reports requested by the Director of Operations.

- Coordinates with Marketing and direct reports on the development and production of marketing plans and materials.
- Provides leadership and oversight to the Golf Operations Manager and Food & Beverage Manager to ensure coordinated and seamless delivery of dining and food & beverage needs for golf outings and other events.
- Manages and coordinates all aspects of property operations, including comprehensive oversight of facility operations, and planning to ensure optimal functionality, efficiency, and long-term asset value.
- Evaluates the effectiveness of service operations and special programs and submits recommendations for program development, changes, and pricing structure to the Director of Operations.
- Ensures effective communication to provide the delivery of exceptional guest service to both internal and external guests.
- Participates in required training and safety programs as established by the Wheeling Park District.
- Researches and evaluates current trends to ensure alignment with guest expectations.
- Ensures goals are being met within areas of responsibility, taking a proactive approach to observing and correcting service needs, presentation, and guest service.
- Supports and exhibits the organizational values of respect, communication, integrity, innovation, recognition and appreciation, continuous learning, fun, empowerment and people.
- Performs special projects or other duties as assigned.

Position Requirements

Graduate of a college or university accredited by the U.S. Department of Education with a Bachelor's Degree in Hospitality, Business Administration, Accredited Golf Management, or a closely related field; minimum five (5) years full-time related experience and a minimum of three (3) years professional supervisory experience; or any equivalent combination of education, experience, and training which provides the required knowledge, skills, and abilities. Experience in facility management, golf operations, food & beverage and event management in a country club setting or high-profile golf operation preferred.

Skills and Abilities

- Demonstrate consistent attendance and on-time arrival.
- A valid Illinois driver's license is required.
- Must be able to read, write and speak in English.
- Must have T.I.P.S./BASSET and CPR/AED certification or be able to earn within 60 days.
- Must possess a Safe Food Handler Certification and a Food Service Sanitation Manager Certification or equivalent or be able to earn within 60 days.

Knowledge

- Demonstrated knowledge, creativity and skill in business development, lead generation, and sales techniques.
- Comprehensive knowledge of property management and the coordination of all aspects related to maintenance, operation, and strategic planning for a country club or similar facility.
- Must possess the ability to hire, organize, direct and supervise the work of subordinate employees for golf, event sales, and food & beverage responsibilities and lead a team toward consensus.
- Must have strong oral and written communication skills, financial and analytical aptitude, and the ability to work independently in an organized fashion with minimum supervision.
- Strong internal and external guest service focus.

- Balanced understanding of both public and private sector finances and operations.

Physical Requirements

The physical requirements described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions of the job.

- Required to sit, stand, walk, bend, climb stairs, twist, talk and hear; use hands and fingers to handle, feel or operate objects, tools, or controls and reach with hands and arms.
- Occasionally required to walk on uneven grounds.
- Hand-eye coordination is necessary to operate computers and various pieces of office equipment.
- Specific vision abilities are required and include close vision and ability to adjust focus.
- May need to lift and/or move up to 35 pounds.

Working Conditions

- Most duties will be performed indoors, while regular events, assessments, and property tours will require the worker to be outside.
- Driving to other park facilities will require the worker to be outside.
- May be exposed to cleaning agents, fertilizers, and toner chemicals.
- Telecommuting eligible position

Rate of Pay: \$95,000.00 - \$105,000.00

Benefits

- Medical, Dental, and Vision coverage
- Life Insurance (basic & voluntary additional coverage)
- Employee Assistance Program
- IMRF Defined Benefit Pension
- Short- and Long-Term Disability (IMRF)
- 457 Defined Contribution Plans
- Medical and Childcare Flexible Spending Accounts
- Paid Time Off (Sick, Vacation, and Floating Holidays)
- Programs and Recreation Facility Use
- Professional development opportunities and support for continued education

Application Procedure

Please complete the full application with the Wheeling Park District via the following link:

<https://www.paycomonline.net/v4/ats/web.php/jobs/ViewJobDetails?job=272630&clientkey=07DEE904B0CEFE8BFD185D4FE939BC5F>