

CANDIDATE PROFILE

Clubhouse Manager
River Oaks Country Club
Houston, TX

➤ www.riveroaksgc.net



The Organization

Founded in 1923, River Oaks Country Club has long been recognized as one of the nation's premier private clubs, consistently ranked among the world's finest. Nestled on 183 acres in the heart of Houston's most prestigious neighborhood, the Club is steeped in history and tradition, with a reputation for excellence that has endured for more than a century. River Oaks has served as a gathering place for generations of members who value tradition, community and world-class amenities and storied golf and tennis heritage.

Hospitality has been at the heart of River Oaks Country Club since its founding, with a legacy built on exceptional service, warm member engagement and unparalleled experiences. Today, the Club features multiple dining venues, banquet facilities and special event spaces that reflect its commitment to culinary excellence and gracious service. The Club's 160,000-square-foot clubhouse, originally rebuilt in 1968, stands as the centerpiece of the property. Plans are currently underway for a major first-floor renovation scheduled for 2026, ensuring the facility continues to meet the evolving needs and expectations of its members. The Food and Beverage team plays a vital role in delivering the elevated experiences for which River Oaks is known, blending timeless Southern hospitality with innovative dining and service standards that continue to set the benchmark for private clubs across the country.

RIVER OAKS COUNTRY CLUB DETAILS:

- Annual Revenues: \$45M
- F&B Volume: \$15M
- Initiation Fee: \$125k
- Food Cost Percentage: 35%
- Food and Beverage Outlets: Men's Locker Room, Ladies' Locker Room, Golf Turn, Boutique Dining, Formal Dining, Adult Casual, Family Dining, Pool Bar and Bistro
- Club POS and Accounting Systems: Jonas

Position Overview

The Clubhouse Manager is responsible for the daily operations of the Clubhouse relating to Member Dining, Housekeeping and Member Services.

- A La Carte dining rooms total 300 seats
- Men's and Ladies' Locker Rooms in the Clubhouse total 100 seats
- Two outlet restaurants located near the golf course and poolside total 300 seats

Reporting directly to the Club Manager, this role will have several senior-level managers as direct reports, providing operational oversight in a la carte dining, outlet locations and banquets. Additionally, the Clubhouse Manager is responsible for championing ROCC standards including daily upkeep, decorum and smooth operations of the Clubhouse. The total employee base reporting to this position is approximately 200+ employees, depending on the season.

This person works very closely with Director of Beverage, Director of Events, Chief Engineer, Director of Purchasing, Executive Chef and the culinary team, as well as with other Directors and the GM/COO to consistently provide the ultimate country club experience to River Oaks Country Club members and their guests.

Responsibilities

PRIMARY

- Provide daily oversight of all Clubhouse operations, with emphasis on member Dining, Food & Beverage outlets, Member Services, Housekeeping and Laundry, Valet, Safety and Security and Club events.
- Assume full responsibility for clubhouse operations in the absence of the Club Manager and/or the GM/COO.
- Maintain a high level of visibility and positive Member interaction, ensuring exceptional service and experiences.
- Interact professionally with Club members, employees, vendors and the ROCC community to uphold the Club's standards.
- Attend staff meetings and member committee meetings as required.

FINANCIAL & ADMINISTRATIVE

- Assist the Club Manager in preparing the annual budget, including revenue projections, operating expenses, labor, event costing and capital expenditures for all assigned departments.
- Oversee and monitor ongoing inventories of China, glass and silver.

STAFF LEADERSHIP & DEVELOPMENT

- Collaborate with the Club Manager and Human Resources to develop and maintain effective orientation and training programs for new and existing staff.
- Provide frequent and timely training sessions with support from the other manager.
- Develop and maintain standard operating procedures for all areas of clubhouse operations.

OPERATIONS & FACILITIES OVERSIGHT

- Ensure optimal conditions across all areas of clubhouse maintenance.
- Maintain the Club's Employee Safety Program including leading the Employee Safety Committee and ensuring proper safety and security equipment and protocols.

EVENTS & MEMBER EXPERIENCE

- Participate in planning sessions for all Club events, contributing to seamless and successful execution.

Skills, Background & Personality

LEADERSHIP & MOTIVATION

- Energetic, enthusiastic and consistently positive in attitude.
- Inspires and motivates others to realize their potential.
- Calm under pressure, with the ability to quickly develop solutions to problems or conflicts.

MEMBER SERVICE & CULTURE

- Member-focused with exceptional attention to detail.
- Genuine passion for personalized service and quality Food & Beverage.
- Approaches service with creativity and innovation while respecting and valuing the history and traditions of the Club.
- Approachable, personable and enjoys engaging with members and guests.

TEAMWORK & COLLABORATION

- Strong team player, willing to contribute, collaborate and follow through on projects and deadlines.
- Works effectively across multiple departments and with managers to ensure success.
- Genuinely cares about people and is ready to support colleagues and Members.

PROFESSIONALISM & WORK ETHIC

- Excellent communication skills, able to interact in a professional and friendly manner.
- Flexible, adaptable and able to prioritize effectively in dynamic situations.
- Hardworking, proactive and eager to seize opportunities as they arise.

Qualifications

EDUCATION & PROFESSIONAL BACKGROUND

- Undergraduate degree preferred (Hospitality focus ideal but not required).
- Minimum of 5+ years of progressive management experience in a high-end, Member-owned private club or luxury hotel.

LEADERSHIP & TEAM MANAGEMENT

- Demonstrated success in leading sizeable teams within Food & Beverage operations, particularly in A La Carte Dining; experience in Locker Rooms or other clubhouse amenities strongly preferred.
- Proven ability to manage employees through the full employment life cycle.
- Track record of creating and executing effective, in-house training initiatives (e.g., cheese/wine tastings, menu and special communication strategies).
- Commitment to professional development for self and direct reports.

CLUB CULTURE & MEMBER RELATIONS

- Deep understanding of private club culture, with the ability to represent it authentically in words and actions.
- Excellent verbal and written communication skills, with the ability to engage both Members and staff effectively.

Competitive Compensation

River Oaks Country Club offers a competitive compensation package and excellent benefits for full-time employees, including:

- Performance Bonus eligibility
- Medical, Dental, and Vision Insurance
- Generous 401(k) Matching & Safe Harbor Contributions
- Fully paid Group/Voluntary Life Insurance
- Paid Time Off
- Short- and Long-Term Disability
- Dry cleaning privileges
- Annual Christmas Bonus
- Employee Meals
- Complimentary Parking
- Employee Scholarship Program

To be Considered

A full background check and drug testing will be conducted on selected candidate. Professionals who meet or exceed the established criteria are encouraged to send current resume and cover letter addressed to:



Tara Osborne
Principal



tara@gsiexecutivesearch.com



512-965-5643

