

POSITION DESCRIPTION

POSITION TITLE: ASSISTANT GENERAL MANAGER

REPORTS TO: GENERAL MANAGER/CHIEF OPERATING OFFICER

STATUS: EXEMPT

POSITION SUMMARY: All clubhouse operations, including the building, member services and operations are the purview of the Assistant General Manager. The position coordinates the smooth operation and interrelation of department staff functions such as the front desk, housekeeping, and engineering. The Assistant General Manager reports directly to the General Manager/Chief Operating Officer.

ESSENTIAL DUTIES AND RESPONSIBILITIES: Responsibilities of this position are, but are not limited to, the following:

- Oversees the operation of the club's physical plant as well as the provision of services to members.
- In the absence of the General Manager, the Assistant General Manager is responsible for the day to day functions of the Club.
- Implements policies established by the governing Board and the operational procedures of the General Manager.
- Provides input and recommendations for changes, improvements, etc., for consideration by the General Manager.
- Coordinates smooth functioning of various departments, helping to resolve disputes that may arise.
- Hires clubhouse staff and/or reviews hiring selection of department heads.
- Implements policies regarding employer-employee relations; reviews employee efficiency and performance.
- Reports to the General Manager, and/or club committees as required.
- Maintains contact with membership and ensures membership satisfaction.
- Attends House and other operating committee meetings.
- Coordinates operating and capital budgets for his/her departments.
- Coordinates clubhouse services with sports activities.
- Monitors budget and operational results.
- Assists with control of payroll budgets.
- Works with all department heads to ensure optimal productivity of each department.
- Other duties assigned as they arise.

PREREQUISITES

EDUCATION: A degree in Business, Restaurant, or Hospitality Management is preferred. Completion of CMAA training within two years of accepting the position

EXPERIENCE: Must possess 5 years of progressive experience in a premier country club environment. Experience must include food and beverage and supervisory experience. Must have superior member service skills and the ability to maintain poise under pressure. Must have flexible schedule and the ability to assist and support all functions under their direct supervision.

PHYSICAL: Extended periods of walking, standing, and directing will be required. Employee must have ability and willingness to work extended hours to ensure continuous service and member satisfaction. Must have the ability to lift up to 50 pounds or more on an occasional to frequent basis.