

CLUB DETAILS

Saddle & Cycle Club
Chicago, IL

UNIQUE CLUB/FACILITY DETAILS

At Saddle & Cycle Club, leadership is grounded in tradition, community, and a forward-looking vision. As one of Chicago's most respected private clubs, the Saddle is known for its vibrant membership, strong governance, and a culture that balances heritage with continual evolution. With premier racquets programming, expansive recreational facilities, exceptional dining, and a dynamic social calendar, Saddle & Cycle Club offers a refined yet welcoming environment for members and their families.

The Club is seeking an accomplished Assistant General Manager to serve as a key partner to the General Manager/COO and leadership team. This individual will play an integral role in elevating daily operations across all departments, with particular emphasis on delivering an exceptional food and beverage experience while maintaining seamless overall Club performance. The ideal candidate brings strong operational acumen, sound judgment, and the ability to anticipate needs before they arise.

Saddle & Cycle Club is entering an exciting chapter of investment and enhancement across its campus. The Assistant General Manager will contribute meaningfully to strategic initiatives and capital improvements, collaborating closely with department heads and committees to ensure projects are executed thoughtfully and in alignment with the Club's long-term vision. This role offers significant exposure to planning, implementation, and member communication throughout each phase of development.

The successful candidate will be a visible and engaging presence within the Club, someone who builds trust easily with members and staff alike. Professionalism, discretion, and attention to detail are essential, as is a genuine passion for hospitality. A natural mentor, the Assistant General Manager will foster accountability, inspire team performance, and champion a culture of continuous improvement.

Saddle & Cycle Club has a strong track record of developing talent and promoting from within. This role offers a meaningful pathway for a driven hospitality professional who aspires to lead their own club one day. For the right individual, it is both a significant leadership opportunity today and a strategic step toward a future General Manager position.

ABOUT SADDLE & CYCLE CLUB

Saddle & Cycle Club is a premier, family-oriented private club in Chicago, Illinois, known for its rich history, vibrant community, and commitment to exceptional member experiences. The Club combines tradition with modern amenities, offering a welcoming environment where families can connect, play, and celebrate together.

The Club provides members with an outstanding mix of recreational, dining, and social opportunities. Facilities include championship-quality tennis and platform tennis (paddle) courts, a padel court, a pool, and the upcoming Stable, a versatile recreation center featuring two permanent golf simulators and a state-of-the-art fitness facility. Members also enjoy two casual dining venues, a formal dining room, and a recently renovated short game golf facility and putting green, The Paddock.

The Saddle & Cycle Club's calendar is full of programs and activities for adults and children alike, from golf and racquets instruction to swimming and seasonal social events, creating a vibrant, family-focused culture. Every

detail at Saddle & Cycle is designed to enrich member experiences while preserving the Club's sense of community, tradition, and excellence.

SADDLE & CYCLE CLUB BY THE NUMBERS

- Initiation fee \$97,000
 - Annual dues \$14,904 operating / \$1,800 capital
 - Minimum charges: \$1,200 annual F&B minimum
 - Approximately 500 members, all categories
 - Approximately \$12.6M gross volume
 - Approximately \$5.5M annual dues volume
 - Approximately \$2.9 F&B volume, 26% a la carte / 16% member functions / 58% private parties
 - Approximately 50 full-time employees; 80 seasonals
 - 13 Board members
 - POS and accounting are both ClubEssential systems
 - The Saddle is open 7 days per week, 12 months per year.
 - Club ownership: Member-owned/equity
 - Chief Operating Officer Concept
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- Golf Facilities
 - Racquet Facilities
 - Aquatics Facilities
 - Other Athletic Facilities
 - Dining Facilities

JOB DETAILS

Job Title

Assistant General Manager

Job Description / Job Summary

The Assistant General Manager is responsible for overseeing multiple Club departments, including the department heads for the food and beverage program, maintenance and security of Club facilities and grounds, front desk administrative functions, and Club recreation. Key responsibilities are clustered into three core outcome areas to provide clarity and focus:

- **Member Experience:** Ensure an outstanding member and guest experience by consistently delivering high-quality service and developing engaging programs and offerings across all departments.
- **Team Empowerment:** Foster a positive, productive, and supportive work environment by developing and guiding team members and department heads, promoting ongoing training, and encouraging collaboration for continuous improvement.
- **Asset Stewardship:** Maintain and enhance the Club's physical assets and facilities by diligently overseeing maintenance, compliance, and operational excellence, safeguarding the Club's legacy for current and future members.

REPORTING RELATIONSHIPS

Reports to the General Manager/COO and directly supervises the Directors of Facilities, Culinary, Recreation, and Member Services.

ESSENTIAL DUTIES & RESPONSIBILITIES

Administrative

- Implements and enforces general policies established by the Board of Governors and General Manager/COO; directs their administration and effective execution.
- Attends team member, Board, and Committee meetings as assigned and requested.
- Selects, administers, and develops all team members under their supervision consistent with Club philosophy and standards.
- Develops and builds their team and leads them to achieve significant, positive member and guest satisfaction outcomes.
- Consistently ensures that the Club is operated in accordance with all applicable local, state, and federal laws.
- Responsible for upholding the mission, policies, and procedures of the Saddle & Cycle Club, including the Constitutional and Operational By-Laws and team member Handbook.
- Always acts in the best interests of the Club.

Financial Management

- Coordinates the development of annual operating and capital budgets for multiple departments.
- Manages approved budgets throughout the fiscal year; completes monthly variance analysis and sales reports in conjunction with department heads
- Oversees completion of, and reviews, monthly inventory to ensure cost is in line with goals, as well as reviewing income and costs relative to goals; takes corrective action as necessary.
- Clearly understands the financial metrics for achieving goals and objectives and consistently reviews these expectations with their direct reports.
- Purchases or supervises the purchasing, receiving, safekeeping, and disbursement of applicable department supplies on the Club's behalf.
- Assists in the development of the Club's long-range capital plan.
- Demonstrates care for the proper maintenance of the Club's physical assets and facilities.

Management

- Oversees the recruiting, hiring, and development of all related personnel in conjunction with appropriate department heads, ensuring department heads and managers are actively participating in the processes.
- Oversees and implements a comprehensive and ongoing training program for applicable departments.
- Provides training and future development of all subordinate managers and team members.
- Instills the concept of being "team players" among all team members.
- Continues to coach, counsel, and evaluate departmental team members in conjunction with department heads and managers.
- Displays a hands-on approach and leads the team by example.

- A sharp eye for detail in the overall management of the operation. Maintains a clean, neat, and organized appearance of the Club.
- Develops and implements standard operating procedures for all areas of the Club and adheres to them consistently.
- Contributes to the Club's newsletter and writes articles as requested for the Club.
- Completes the labor schedule and approves payroll in conjunction with department heads and managers.
- Disseminates information and coordinates activities across departments in a timely manner.
- Keeps the General Manager/COO informed of all potential problems and activities related to the Club.
- Acts as a Manager on Duty for the Club and oversees this schedule.
- Must be approachable to team members, members, and guests.

Food & Beverage (in conjunction with the Director of Culinary)

- Create and maintain a five-star service culture throughout the Club.
- Ensure that all member dining, private events, and Club events are executed to Club standards.
- Highly visible to members and team members in the dining areas of the Club during peak dining times; listening to their concerns and suggestions; observing, assessing, and evaluating all areas of responsibility; and working to implement appropriate improvements.
- Leads in a positive, upbeat manner for members and the team.
- Demonstrates appropriate urgency when responding to membership requests, criticism, suggestions, and praise. Seeks resolution for the member and follows through.
- Creates features and promotions for the member dining areas.
- Develops and contributes to Club event programming and executes those events.
- Participates in weekly BEO and F&B team meetings.
- Coordinates Club event calendar and food and beverage promotions. Provides a broad cross-section of events and ideas that appeal to various demographics within the membership.
- Conduct and/or oversee training programs for food service to include service techniques, knowledge of menu items and daily/nightly specials, sanitation, team building, and conflict resolution.
- Regularly evaluates team member knowledge and understanding of these expectations through role plays and other techniques.
- Work closely with the Director of Culinary to develop and foster a strong relationship between the culinary and service departments.
- Works with the Director of Culinary on menu development, product offerings, and pricing.
- Assists in maintaining beverage storage areas for inventory, billing, assigning, and maintenance.
- Oversees the setup of the banquet event spaces of the Club.

The Stable, Aquatics, and Ice (in conjunction with the Director of Recreation)

- Works closely with the Director of Recreation to develop and implement standards to our recreational facilities (The Stable, Pool, and outdoor Ice Rink).
- Responsible for the organization of recreational areas
- Understands and develops standard operating procedures and best practices for the departments and holds the team accountable for implementing standard operating procedures.
- Works with the department heads, managers, and independent contractors to develop any programming, lesson opportunities, and private events.

Facilities, Housekeeping, and Grounds (in conjunction with the Director of Facilities)

- Responsible for the overall cleanliness and maintenance of the Club facilities and grounds through supervision of the Director of Maintenance, Executive Housekeeper, and Agronomist.
- Works with the department heads and managers to develop, update, and implement daily, weekly, and monthly task and maintenance schedules.
- Responsible for ensuring accurate inventory of all cleaning supplies, chemicals, and equipment use is kept departmentally.
- Responsible for the maintenance of the basement and additional storage spaces of the Club, working in conjunction with the other departments.
- Understands and develops standard operating procedures and best practices for the departments, including, but not limited to, cleaning, laundry, management of lockers/locker rooms, chemical applications, landscaping scheduling, equipment preventive maintenance, and emergency procedures.
- Schedules all preventative maintenance of the Club, holding vendors accountable to their scope of work.

Front Desk (Member Services)

- Develops standard operating procedures and ensures consistency as it relates to the front desk operation, including, but not limited to, daily / weekly / monthly / etc. recurring tasks and duties, printer/copier contract maintenance, Club mailings, MOD procedures, communication to/from the Front Desk, training manuals with common scripts, and desk coverage.
- Ensures accuracy of information disseminated to members and guests.

Compliance & Safety

- Develops and implements safety procedures, safety equipment usage, and safety training programs.
- Ensure compliance with county, state, and federal codes and regulations.
- Coordinates inspections and works directly with safety and health inspectors to maintain full regulatory compliance.
- All other duties as assigned and not outlined above.

QUALIFICATIONS

Education and/or Experience

Bachelor's degree (B.A. or B.S.) from a four-year college or university; OR minimum four to six years related experience and/or training; or equivalent combination of education and experience. Knowledge of private Clubs, food & beverage trends, vendor management, and procurement preferred. Industry certifications such as Certified Club Manager (CCM) from CMAA, ServSafe Food Protection Manager, or other relevant hospitality management credentials are strongly preferred.

Language Skills

Ability to read, analyze, and interpret general business periodicals, professional journals, technical procedures, or governmental regulations. Ability to write reports, business correspondence, and procedure manuals. Ability to effectively present information and respond to questions from members, guests, vendors, managers, and team members.

Mathematical Skills

Ability to work with basic mathematical concepts such as probability, division, addition, subtraction, and multiplication.

Reasoning Ability

Ability to solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists. Ability to interpret a variety of instructions furnished in written, oral, diagram, or schedule form.

PHYSICAL DEMANDS

The physical demands described here are representative of those required of a team member to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the team member is regularly required to stand, walk, and talk or hear. The team member frequently is required to use hands to finger, handle, or feel; reach with hands and arms; and climb or balance. The team member is occasionally required to sit and taste or smell. The team member must regularly lift and/or move up to ten (10) pounds and occasionally lift and/or move up to fifty (50) pounds. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception, and the ability to adjust focus.

WORK ENVIRONMENT

The work environment characteristics described here are representative of those a team member encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the team member may be exposed to outside weather conditions. The Employee is regularly exposed to stairs, and the noise level in the work environment is usually moderate.

NOTICE: The above statements are intended to describe the general nature of the environment and the level of work being performed by this job. This job description in no way states or implies that the duties and responsibilities listed are the only tasks to be performed by the employee in this job. The employee will be required to follow any other instructions and to perform and complete any other job-related duties requested.

EMPLOYMENT ELIGIBILITY VERIFICATION

In compliance with federal law, all hired employees must verify their identity and eligibility to work in the United States and complete the required employment eligibility verification form upon hire.

INSTRUCTIONS ON HOW TO APPLY

Submit your application through the link below. Please include the following materials to ensure your application is considered complete:

- A cover letter addressed to Susannah Miller, General Manager/COO, highlighting your fit for the Assistant General Manager role and explaining why this opportunity at Saddle & Cycle Club is the ideal next step in your career, how your skills and vision will elevate the Club, and how this position aligns with your professional growth and personal priorities.
- A current resume detailing relevant experience and education.
- A list of at least three professional references with contact information.
- Any relevant certifications (if available).

Ready to craft the next chapter with us? We invite you to join the Saddle & Cycle community and help shape our future.

Candidate review will begin in mid-March, with first-round interviews in late March 2026, and second-round interviews shortly thereafter. The successful candidate is expected to join the team by May 1, 2026.

For questions, contact Susannah Miller, CCM, CCE at smiller@saddleandcycle.com.