



Assistant General Manager

Club Summary:

Bishops Bay Country Club is the largest club in the Madison Wisconsin area. Bishops Bay has a dynamic leadership culture that has ignited the excitement of the clubs membership and changed the atmosphere from a small golf club to the area's premier family-centric club. The club is surrounded by 6 premium neighborhoods that continue to be the most sought after in the area. Bishops has a 3-year waiting list for a golf membership currently and the highest initiation fee in a 70-mile radius.

Bishops has the best golf in the Madison area, a beach entry pool with resort style service, 4 clay tennis courts, 4 of the finest pickleball courts in the area, one of the finest short game practice areas in the city, 1000 foot of lakefront on Lake Mendota, the largest lakefront patio dining in the area, lakefront pizza kitchen, historical manor clubhouse, 12-slip boat dock, boat rental, the areas finest outdoor lakefront pavilion, the best youth programming in the area, outstanding dining, and amazing views!

Job Summary:

Bishops Bay Country Club is seeking an experienced and passionate leader to manage the F&B operations, pool, banquets, satellite locations, and staff. This is an excellent opportunity to work with a dynamic team in a leadership driven culture. We are looking for a very driven individual that shares our mission and vision in continuing to mold our culture of excellence and refining the pursuit of the outstanding member experience in every detail. A person who pays close attention to every detail and is highly dedicated to the development of their team. Committed to creating leaders all around them and building a team of professionals, not followers. Most importantly, a person who is committed to do whatever it takes to make the club successful!

Job Responsibilities:

- Have a passion and aptitude for training and developing people. Working alongside the management team with a never-ending pursuit of excellence.
- Being highly visible to the membership and staff at all times to ensure maximum engagement.
- Hands-on position with responsibility for all Clubhouse, Pool, Clubhouse Maintenance, Lake services, Banquets, Member Events, and Member services.
- Partners with Executive Chef and Clubhouse Manager to enhance the culture and build on leadership development of the team.



- Responsible for ensuring a smooth operation for all member service departments and builds relationships with their managers that promote a vibrant leadership culture.
- Responsible for assuring all FOH staff have a “Disney style” training program and on-boarding experience to ensure that they are trained properly and set up for success.
- Daily inspections of the Clubhouse, grounds, and pool to ensure the member experience is perfect and ready for our members. Addressing any issue with staff.
- Establish and consistently enhance operating standards for all personnel and objectively evaluate knowledge, understanding, and execution of these standards.
- Conducting regular one on one’s with managers to mentor and continue their development in leadership.
- Monitors food and beverage expenses to ensure that budgets are met. Addressing issues and coaching management and staff on areas of weakness.
- Continually seeks opportunities for improvement and instills this mindset in the team.
- Partners with the COO to achieve the clubs Mission, Vision, and Values.
- Team builder who mentors the staff and ensures a positive, respectful working atmosphere.
- Be an active and dynamic recruiter of team members and enthusiastic about building a strong cohesive team.
- Have a strong sense of urgency and responsiveness.
- Involve your team in the decision-making process, creating buy-in.
- Be a focused and objective evaluator of personnel, ensuring that standards of conduct and member service are met at all times.
- Outstanding attendance record and willing to do what it takes to get the job done.

Candidate Qualifications:

- 5 years in Private Clubs (progressive management role)
- Bachelor’s Degree (preferred Hospitality) will consider many years in top management
- Certified Club Manager is desirable
- Strong written and verbal communication skills
- Strong computer skills – including Outlook, Word, Excel.
- Experience with Jonas, Metrics First and Shift Manager is a plus
- Wine knowledge is must
- Strong leadership skills – inspirational leadership, financial performance, and staff development
- Experience in family-centric clubs is a plus

Benefits:

- Salary is open and commensurate with qualifications and experience.
- Bonus program



- Family health (80% paid)
- Dental, and Vision Insurance
- Simple IRA with matching contribution
- Vacation and PTO
- CMAA Membership Package plus education
- CMAA National Conference
- Short & long term disability
- Life Insurance
- Meal program
- Club privileges
- Relocation

Position is available immediately

Please send resume to:

Jeffery Murray, CCM, CAM, FMP
Chief Operating Officer
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Middleton, WI. 53562
jmurray@bishopsbay.com

Be sure to include a cover letter describing why you are the perfect fit and how you match our job profile.