



Assistant General Manager, Glen Oak Country Club

Glen Oak Country Club is a 111-year-old, Member-owned private Country Club located in Glen Ellyn, Illinois. We strive to create exceptional Member Experiences for today's active families and their guests. The inclusive atmosphere and year-round social events make Glen Oak a great place to establish traditions and create lifelong memories of friendship and fun. The golf amenities include an 18-hole Tom Bendelow designed championship golf course and a recently expanded short game practice area. The most recent renovation to the Club is its Sports Complex which was opened in 2022 and is inclusive of four paddle courts, three golf simulators, two outdoor patios, and a bar and dining area for approximately fifty attendees. Additionally in the last six years the Club completed a major renovation to the aquatic complex with a new pool, golf halfway house, pool concessions and bathhouses, the addition of a second outdoor dining facility, renovation of the Ladies' locker room, and replacement of the golf course's irrigation system. The Club is also home to a skeet and trap shooting "Lodge" which operates as an additional social outlet during the winter months. Club dining facilities include a formal dining room, casual dining with an adjacent cocktail lounge, Men's grill, outdoor dining terraces, and additional rooms that can be utilized for private events, certain of which are under consideration for renovation in the near future. The Club has a solid membership with over 550 total members base backed by a strong financial position.

Job Summary:

Glen Oak Country Club is looking for a strong experienced leader to manage its clubhouse operations, satellite locations, and staff. This is an excellent full-time opportunity to work at a dynamic, family-centric club in a beautiful setting located in the western suburbs of Chicago. Noteworthy highlights include managing multiple venues – from casual to formal dining, mentoring your own team, and being part of a diversified Club that continues to drive more activity every year through premier member and guest experiences. Successful candidates must be detail-oriented as well as visionary leaders. We are looking for a special individual that shares our vision in creating a culture of excellence and while striving to create exceptional Member Experiences.

Position Responsibilities:

- Hands-on position with responsibility for all Clubhouse, Sports Complex, Pool, and Lodge operations. The individual will assist in the development of annual SOP's, for these areas, assist the Executive Chef in development of menus, be responsible for the Club wine program, supervision, and training of all clubhouse staff, and assist in the development/monitoring of departmental food, beverage and labor budgets.

- Leads by example and maintains the highest level of professionalism and attention to detail. Responsible for leading product knowledge training for all FOH and bar personnel through weekly staff meeting, daily pre-meal meetings, and special food and beverage knowledge training programs.
- Responsible for ensuring a smooth operation from all member service departments, and communicates and interacts with all department heads regarding necessary daily activities.
- Ensures a successful operation in all daily departments by communicating and coordinating with all supervisors. Works with supervisors on policy issues and procedures to ensure Club is meeting member and guest expectations.
- Proven track record of controlling food and beverage and labor costs. The individual has experience at creating and managing a budget and provides specifications to control quality and costs.
- Team builder who mentors staff and ensures a positive, respectful working atmosphere.
- Ability to be the face of Clubhouse operations and comfortable conversing/interacting in both back and front of the house.
- Partners with the General Manager, Executive Chef, Director of Banquets and Catering, and the Dining Room Manager on annual operating budgets, and is responsible for monitoring to meet Club goals.
- Continually seeks opportunities for improvement and instills this mindset into his/her team.
- Comfortable with and effective at working with the Club's General Manager, Board of Directors, and related board committees to carrying out the Club's strategic vision.

Candidate Experience and Qualifications:

- The successful candidate is a strong and passionate leader with a proven track record of providing premier services in the hospitality industry and membership constituency environment with an approachable personality.
- Five years in Private Club or resort experience with minimum of three years as a manager.
- Strong management skills with verifiable strengths in inspirational leadership, financial performance, and staff development.
- Strong written and verbal communication skills.
- Computer skills including but not limited to Microsoft Outlook, Word, and Excel.
- Experience with Jonas POS software is a plus.
- Experience working with volunteer committees.
- Certified in BASSET and food safety preferred.
- Extensive wine knowledge and experience is a plus.

Education:

- Bachelor's degree from a four-year college or university.
- Hospitality Management major preferred.
- Certified Club Manager (CCM) designation through CMAA or in current pursuit of this designation desirable.

- Member of Club Management Association of America (CMAA) and other professional associations.

Benefits:

- Salary is open and commensurate with qualifications and experience. Glen Oak Country Club, along with the typical CMAA benefits, offers an excellent benefit package.

Reports to: General Manager

Supervises: Director of Catering, Dining Room Manager, Sports Complex and, Lodge operations, Pool Supervisor, Bar Manager, and Front Desk staff

Please forward resume and cover letter via email to:

Jim Cardamone, CCM, CCE

General Manager

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