



Assistant General Manager

Job Overview

As a member of the Executive Staff team and in partnership with the General Manager/COO, the AGM is responsible for managing all aspects of clubhouse operations. The AGM enhances the Club culture by building and maintaining a strong team of individuals who provide superb member-service and anticipate the needs of our members and guests.

Duties

Club Operations

- Oversee daily Club operations by being highly visible to members and staff in all social areas of the Club. Maintain contact with members and help to assure maximum member satisfaction.
- Work with the General Manager and Director of Finance in developing and implementing long-range (strategic) and annual (business) plans, operating reports, forecasts, and budgets. Direct and assist department heads in controlling costs and achieving desired results.
- Approve budgets, staffing and general operating procedures for all direct reports.
- Monitor budgets and deploy corrective action as necessary to ensure that budget goals are attained.
- Function as an administrative link between departments.
- Audit internal control procedures and monitor them so they are consistently applied.
- Monitor safety conditions and employee conformance with safety procedures; update emergency plans and procedures and ensure that effective training for these programs is conducted in all departments.
- Receive and resolve complaints from Club members and guests and as necessary engage the counsel of the General Manager in resolution.
- Participate in ongoing facility inspections throughout the Club to ensure that cleanliness, maintenance, safety, and other standards are consistently attained.
- Assure the Club's preventive maintenance, energy management programs, and Master Plan are on schedule and in use.
- Assist in the planning of facility improvements, remodeling, construction, and repair, and interact with applicable Club committees for this purpose.
- Serve as an ex-officio member of appropriate Club committees.
- Develop the Club's annual social events calendar and approve all entertainment in consultation with the Catering & Special Events Manager.
- Reviews all accidents and work with security and/or the front desk supervisor in completing accident reports.
- Enforce all policies in a consistent manner.
- Ensure that legal and regulatory requirements are consistently followed.

Staff Management

- Plan and coordinate training and professional development programs for himself or herself and Club personnel.
- Serves as a department manager in that manager's absence.
- Attend executive staff meetings and lead staff meetings of their direct reports.
- Counsel with other managers and employees about employee grievances and complaints; directs problem correction where possible.
- Monitor labor; evaluate scheduled and actual labor hours and costs.
- Work with the Director of Human Resources to develop long and short term staffing needs for the clubhouse departments.
- Work with Director of Human Resources on all progressive discipline and employee development/assessment plans.
- In partnership with the Director of Human Resources, recruit for and manage the Club's internship program.

Requirements

- Bachelor's degree from a four-year college or university. Hospitality Management major preferred.
- Attend conferences, workshops, and meetings (e.g., CMAA's World Conference and Club Business Expo and CMAA chapter meetings) to keep abreast of current information and developments in the field to enhance his or her value and quality of services to the members.
- Eight or more years of related hospitality experience, private clubs preferred, with five or more years as a manager.
- Experience working with volunteer advisory committees.

Pay

\$130,000 - \$160,000 per year

Benefits

Accrue 5 hours of PTO per pay period, accruing up to three weeks of vacation the first year. We also offer paid time off for the following holidays: Thanksgiving, Christmas Eve, Christmas Day, and New Year's Day. Insurance benefits will be offered after 30 days. Full-time benefit eligible employees also receive life insurance, short-term disability and long-term disability as employer paid benefits. Other benefits include having employee meals provided Tuesday – Sunday and Employee Golf on Mondays. 401K eligibility is effective after six months or 1,000 hours of service, whichever comes first. Our match is 100% of the first 3% of salary contributions.

Interested, qualified candidates should email their cover letter and resume to Jes Kratzke at jkratzke@lafayetteclub.com