



Assistant General Manager

Reports to: General Manager/COO

Supervises: Front Desk, Laundry, Housekeeping Services, Membership Engagement, Security Services, Valet, Contract Cleaning Services, Coat Check, Facilities, Catering Sales, Food and Beverage.

Indirect Supervision: Golf, Grounds, Aquatics, Fitness, Tennis, HR, Communications & Accounting

Classification: Exempt

Job Summary (Essential Functions)

In partnership with the General Manager/COO, the Assistant General Manager is responsible for managing all aspects of the clubhouse operations. The AGM enhances the club culture by building and maintaining a strong team of individuals who provide superb customer service and anticipate the needs of our members and guests.

Job Tasks/Duties

Club Operations:

- Oversee daily club operations by being highly visible to members and staff in the dining areas of the club. Maintain contact with members and help to assure maximum member satisfaction.
- Work with General Manager and Controller 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 membership engagement, communications, front desk, laundry, housekeeping, facilities, contract services and food & beverage departments; directs the work of department heads.
- Monitor the budget and direct corrective action procedures as necessary to help assure that budget goals are attained.
- Function as an administrative link between departments.
- Monitor internal cost control procedures.
- Monitor safety conditions and employee conformance with safety procedures; update emergency plans and procedures and assure that effective training for these programs is conducted in all departments.
- Maintain contact with members and help to assure maximum member satisfaction.
- Receive and resolve complaints from club members, guests, and employees.
- Participate in ongoing facility inspections throughout the club to assure 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 *ad hoc* member of appropriate club committees.
- Approves all entertainment in consultation with the Director of Catering & Special Events and/or the Director of Member Engagement.
- Serve as a club representative within the community.

- Review all accidents and work with Security and/or the front desk supervisor in completing accident reports.
- Advise General Manager/COO about the development and revision of club by-laws and policies; consistently enforce all policies.
- Ensure that all legal requirements are consistently followed.
- May perform clubhouse opening and closing duties, including those related to security.
- Complete other appropriate assignments made by the General Manager/COO.

Staff Management:

- Plan and coordinate training and professional development programs for himself or herself and club personnel.
- May serve as a department manager in that manager's absence.
- Attend management and staff meetings as scheduled.
- 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-term staffing needs for the clubhouse department(s).
- Work with Director of Human Resources on all progressive discipline and employee development plans.
- Work with department heads to plan professional development programs for applicable staff.
- In partnership with the Director of Human Resources, recruit for and manage the club's internship program.
- Monitor and enforce employee dress code and member dress code as applicable.
- Facilitates annual performance appraisals for direct reports.

Education and/or Experience

- Bachelor's degree from a four-year college or university. Hospitality Management major preferred.
- Eight or more years of related experience, to include Food & Beverage management experience, with five or more years as a manager.
- Demonstrated experience managing complex capital projects.
- Significant experience working with volunteer committees.

Licenses and Special Requirements

- Certified Club Manager (CCM) designation through CMAA or in current pursuit of this designation desirable.

Job Knowledge, Core Competencies, and Expectations

- Ability to function as club's General Manager/COO during his/her absence.
- Attends 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.
- Knowledge of management requirements for front desk, laundry, housekeeping, laundry, facilities, food & beverage, membership engagement, communications, and security functions at the club.
- Must demonstrate appropriate analytical skills, attention to detail, organizational and project management skills.
- Ability to develop and maintain awareness of occupational hazards and safety precautions; skilled in following safety practices and recognizing hazards.
- Work with restaurant, beverage, and banquet managers to ensure consistent exemplary member service.
- Knowledge of and ability to perform required role in emergency situations.

Physical Demands and Work Environment

- Must be able to reach, bend, stoop, stand and lift up to 50 pounds.
- Must be able to handle hot and cold interior and outdoor conditions.
- Independent mobility throughout the clubhouse.