

MISSION STATEMENT & PHILOSOPHY

Woodhill Country Club Mission Statement

Woodhill Country Club is a family-oriented, year-round, private country club that serves as the primary social and recreational center for members by providing high quality activities, facilities and services.

Woodhill Country Club Team Philosophy

Through teamwork and shared vision, we are committed to enhancing members' experiences by supporting traditions and delivering personal, high-touch service in all areas; we support one another to maintain balance for the team even during peak seasons.

JOB SUMMARY AND OBJECTIVES:

Job Title: Assistant General Manager

Reports To: General Manager

The Assistant General Manager is responsible for leading and managing the service side of all Club wide operations, including food and beverage (F&B), housekeeping, locker rooms and front desk; this includes financial accountability for service-side operations. This person will lead by example to ensure the wants and needs of members, their guests and our team are consistently met and exceeded. They will develop healthy, constructive interpersonal relationships across the organization.

- Ensure all standards are met and policies adhered to relating to the operations within member spaces, including the Clubhouse, Barn, Pool, Loggia and Tennis Pavilion
- Effectively lead, coach and mentor all F&B service staff to ensure clarity of roles and a high degree of accountability.
- Manage to the budget in all areas of responsibility including expenses, labor and beverage inventory.
- Interact with members effectively, soliciting feedback and maintaining a visible, interested presence around the Club.

QUALIFICATIONS:

- Must have a service-minded approach, exceptional leadership qualities, strong attention to detail and the ability to work with a wide variety of personalities on a daily basis.
- Demonstrated ability to inspire and train a team and hold them accountable for following process and standards and to capitalize on the strengths of each person
- Five years’ food and beverage management and operations experience, including financial management.

SUPERVISORY RESPONSIBILITIES:

- Oversee all Food and Beverage, Housekeeping, Front Desk, and Locker Room operations:
 - Partner with Executive Chef to ensure delivery of dining experience that is appropriate for each venue (Clubhouse, Barn, Lawn/Porch, Pub, Pool)
 - Direct supervision of Catering Director, and Floor Manager or lead server positions.
 - Direct supervision of Housekeeping staff, Locker Room Manager, Front Desk staff, and Event Set Up staff.

ESSENTIAL JOB FUNCTIONS:

%	Category	Detail
30	Financial Management	<ul style="list-style-type: none"> • Responsible for forecasting annual budgets, and personally accountable for the management of all budgetary aspects within areas of responsibility, including expenses, labor, and beverage inventory, ensuring effective adherence to the approved budget. • Utilize key performance indicators (KPIs) to meticulously measure and analyze departmental financial performance, enabling proactive management and strategic adjustments to consistently achieve and exceed financial goals. • Ensure all billing is accurate and timely. • Prepare annual capital request outline, describing capital needs and explaining rationale for requested purchases.

20	Personnel Management	<ul style="list-style-type: none"> • Responsible for hiring, training, evaluating, and scheduling all housekeeping, locker rooms, and front desk staff. • Assist the Floor Manager with hiring, training, and evaluating food and beverage staff. • Create, update, implement, and enforce comprehensive SOPs and policies to ensure consistent operational and service standards throughout the Club.
20	Culture & Team Leadership	<ul style="list-style-type: none"> • Create a team environment where all team members are willing and able to consistently strive to create significant, positive member interactions and outcomes. • Lead by example, be willing to help in any area and with any task. Role model what it takes to be successful. • Collaborate with management team to develop, implement, train and monitor effective training programs for all staff to ensure consistency of results. • Maintain a healthy culture, praising when performance is excellent, creating accountability, and shifting behavior as necessary.
20	Operational Oversight	<ul style="list-style-type: none"> • Walk Club areas (seasonally relevant) multiple times daily to ensure that dining areas, furniture, arrangements, and cleanliness are in adherence with Club standards (working with the House Committee to determine these high standards). • Responsible for all aspects of the Point-of-Sale system and A/V system. • Coordinate all beverage purchasing, wine program, and inventory. Ensure optimal pricing with focus on maintaining appropriate inventory and putting safeguards in place to keep product secure. • Assume the role of Acting General Manager during the GM's absence, maintaining full oversight of daily club operations, decision-making authority, and leadership responsibilities to ensure continuity of service excellence and operational standards.
5	Member Experience	<ul style="list-style-type: none"> • Show creativity in finding new ways to increase attendance and enhance member experience at events including promoting member events in a natural, comfortable manner.

		<ul style="list-style-type: none"> Handle all complaints and compliments regarding service, food & beverage, and all other areas of responsibility and follow up accordingly with both members and staff.
5	Other	<ul style="list-style-type: none"> Other duties as directed.

CORE COMPETENCIES

Service Mindset: Provides personal, courteous, accessible, responsive, and knowledgeable service to members; and inspires and coaches the entire service team to do the same. Continuously considers how to deliver an enhanced experience for all members in a sustainable, fiscally responsible manner. Communicates openly with membership about new offerings. Collaborates with relevant committees.

Leadership: Presents oneself as a credible representative of the Club, fostering trust among members and the team. Builds a culture of trust and high performance; clearly establishes and communicates expectations and accountabilities; creates a vision for the evolution of the department; monitors and evaluates performance; provides feedback and coaching; identifies development needs, develops a pipeline of talent; shares expertise; receives feedback from team and members; helps employees to achieve optimal performance; delegates tasks and responsibilities appropriately, and models Core Competencies.

Problem-Solving: Confronts problems quickly and analyzes issues by evaluating available information and resources; develops effective, viable and innovative solutions to drive the effectiveness of the department and/or the Club as a whole. Demonstrates flexibility and a continuous improvement mindset, challenges status quo.

Results Oriented: Sets and achieves aggressive yet achievable goals; consistently delivers business results; consistently complies with quality standards and meets deadlines, displays a strong commitment to organizational success and inspires others to commit to goals;

Fiscal Resource Management: Successfully carries responsibility for planning, allocating, spending, and managing monetary resources to complete individual, group, departmental, or Club-wide operational work activities.

GENERAL INFORMATION

Classification:

- Exempt
- Position Type: Full Time
- Expected Hours of Work: Tuesday – Sunday (Summer); Wednesday – Sunday (Winter)

Physical Demands:

- Ability to stand and walk for extended periods of time.
- Ability to bend, kneel, stoop, crouch, and twist.
- Ability to lift up to 25 lbs.

Work Environment:

- The noise level in the work environment can be loud at times. The employee may be exposed to hazards including, but not limited to, cuts, slipping, tripping, falls and burns. Frequent hand washing is required.

Compensation & Benefits:

- Targeting a base salary in the mid \$120k range plus annual performance bonus; committed to paying a competitive salary commensurate with experience.
- Health, dental, and life/disability insurance in accordance with club policy.
- Paid Time Off.
- Association membership dues.
- 401k matching program.
- Complimentary employee meals.
- Use of Woodhill's exceptional facilities (golf course, pool, tennis courts, skating rink, ski trails, sledding hill) on Mondays.