



Candidate Profile

Assistant General Manager

Confidential Listing

Northern Florida

Organization

This private, full-service Platinum/Distinguished level country club in Northern Florida is seeking an Assistant General Manager to run the day-to-day operations while reporting to the GM/COO. The Club and its Board fully support the GM/COO concept as adopted by CMAA.

Due to the confidential nature of this posting, further club details will be given to candidates once the application process has started.

Position Summary

The Assistant General Manager (AGM) will be a dynamic, visible and accessible leader for the staff and members alike. He or she will be responsible for all day-to-day clubhouse operations, with a focus on food and beverage services. The AGM will ensure the delivery of a Platinum/Distinguished Club level experience on a consistent basis to all members and guests.

The AGM will report to the GM/COO and will work closely with the Executive Chef (who also reports to the General Manager/COO) to ensure a seamless front of the house and back of the house operation. The AGM is expected to support, enhance and execute the leadership vision of the General Manager/COO.

As the senior team member to coordinate and execute all day-to-day operations, the AGM is responsible for the management of all dining outlets in the clubhouse and aquatic complex, with an emphasis on staff training and development. The candidate must have proven experience in developing a “pure staff service culture” where member dining consistently exceeds expectations. Other responsibilities include catering, locker room/valet, reception, in-house marketing and website supervision, IT management, housekeeping, engineering, tennis and aquatic/pool programming. The AGM will also be the lead communicator between golf, tennis and grounds regarding coordination of inter-departmental club events, making sure all details are final.

The AGM must have strong experience with high-end member and non-member events where the goal is to provide an exceptional value and experience consistent with the Club’s level of service. The AGM will “set the pace of service” as an example to all employees. He or she will be proactive (not reactive) to member needs, and have a high degree of integrity. Potential candidates will possess all the requisite skills, leadership qualities and personal traits suited for a Four Star/Platinum/Distinguished private club environment. A friendly, polished, outgoing personality is a must, as is a strong working knowledge of first class, high-end food and beverage service and management. He or she will be an exceptional communicator who drives the service culture to the team while delivering excellent service as a standard.

Responsibilities

The successful candidate will:

- Manage all food and beverage operations and work closely with department heads in each area, with the goal of assuring the highest level of member satisfaction.
- Provide proactive communication to all club departments, acting as the liaison for coordination of club events and activities.
- Develop and implement procedures and policies as needed for related departments under his/her supervision.
- Manage the efficient and consistent service of food and beverage to members for meal periods, member/club events and holidays. Participate in the planning and execution of club events.
- Interact on a daily basis with members, their families and guests to ensure consistent service and to solicit timely feedback regarding the club’s services and amenities.
- Respond in a timely fashion to member criticism, and advise the General Manager/COO, including actions taken to resolve each incident.

- Actively participate in the orientation and training of all new employees, while being responsible for the development, execution and measurement of service training and procedures (International as well as local employees).
- Participate in the development of annual operating budgets for the departments for which he/she is responsible, subject to the review and approval of the General Manager.
- Monitor the financial performance of the food and beverage department and take corrective action as needed. Responsible for food, beverage and labor costs.
- Work with the Executive Chef to coordinate the front and back of the house operation while offering new culinary/club industry trends to the membership.
- Assist with IT needs and be responsible for training and reporting using the club's software program (Jonas Systems).
- Attend all necessary management and committee meetings.
- Supervise housekeeping, reception, member director, aquatic, locker rooms, security and maintenance functions in the clubhouse.
- Serve as the Acting General Manager when the GM/COO is not on duty at the club.

Requirements

- A person of exceptional character: motivated, energetic and friendly, and dedicated to the profession of club management. A true Hospitality Professional.
- A minimum of 5 years as a Clubhouse Manager, Director of Food and Beverage, or a comparable position in a high-end private club, resort or hotel.
- A career path marked with a logical progression of title and responsibility.
- Proven and verifiable skills and accomplishments in all of the food and beverage disciplines including wine knowledge, formal and casual dining, high-end event planning with strong catering execution skills.
- The ability to develop new club programming that consistently improves member engagement and club utilization with the goal of new member development.
- Excellent verbal and written communication skills to include proficiency in digital media and website administration.
- Well-trained, with experience on IT and Jonas Systems software or similar club industry point-of-sale software.
- Hospitality or related degree is preferred, as well as participation in CMAA education programs, with a commitment to attaining the CCM status.
- Impeccable and verifiable references. All candidates will be subject to a thorough background review.

Compensation and Benefits

The Club offers an attractive and competitive compensation and benefits package to include:

- Base salary and performance bonus.
- Standard benefits, including 401k and health benefits, with an employee contribution.
- CMAA dues and regional education.

Professionals who meet or exceed the established criteria are encouraged to contact:
GSI Executive Search, Inc.

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