



OYSTER HARBORS CLUB

Oyster Harbors is situated on Grand Island, Osterville on the southern shores of Cape Cod, MA. Founded in 1926, Oyster Harbors Club has become synonymous with championship caliber golf and the ultimate summer retreat. The 18 hole championship course is regarded as one of Donald Ross's last original designs and has remained one of New England's best kept secrets. Our modern dining and bar areas, make it a social gathering spot and exciting atmosphere all season. Our newly renovated ballroom attracts weddings and gatherings overlooking Tim's Cove.

- 440 Members
- 18 hole Original Donald Ross Golf Course
- 5 Har-Tru Tennis Courts with Tennis House
- Children's Day Camp House
- Private Beach with Beach House
- Initiation Fee \$125,000
- Dues \$12,000
- Gross Volume \$10.25 million
- Employees 260 (In Season)



www.oysterharborsclub.org



Mission Statement: To be a Premier Club with a Commitment to Character, Excellence, and Tradition that is built on Family Values, Warmth, and Respect that provides members with a strong sense of community.

Vision Statement: Commitment to a sustained tradition of Excellence in Golf, Membership, and Experience

Guiding Principles:

Proud Heritage: The greatest asset of the club is the legacy of a community built on mutual respect, warmth and humility, collegiality, and a recognition that membership is a valued privilege. Efforts to preserve, maintain, and enhance this heritage are primary to all considerations, programming, and actions.

Exceptional Golf: The original Donald Ross-designed golf course comprises the club's primary recreational asset and shall remain the highest priority for the allocation of resources today and into the future offering an exceptional golf experience for all ages and abilities.

Family Recreation: A commitment to maintaining a wide range of additional leisure activities, including tennis, dining, beach, and children's activities providing exceptional experiences for all ages, interests, and abilities.

Mutual Respect: An appreciation, respect, and genuine admiration for our members, management, and staff.

Fiscal Responsibility: Maintain a responsible and sound financial structure through dues, initiation fees, and capital assessments to support the investments necessary to deliver the highest quality of programs and services for an exceptional membership experience.

Member Experience: Create and maintain measurement systems to ensure continued membership satisfaction while encouraging and welcoming input from all members.

Brief Job Description

The Assistant General Manager (AGM) is responsible for supporting the General Manager in running all day-to-day operations of the Club. The AGM directs the Clubhouse operation and ensures that all Club standards for safety, overall presentation, and compliance are met. This position also acts as Club Manager in the absence of the General Manager. The AGM reports directly to the General Manager and directly supervises all Food and Beverage Managers, Executive Chef, Event Manager, and Clubhouse staff. This position coordinates the smooth operation and interrelation of departmental staff functions.

- Have a strong and highly visible and respectful presence with the membership, be an exceptional communicator, have adept interpersonal skills, and know how to treat members and guests with a high level of service.
- Have a strong attention to detail work ethic, ensuring constant improvement and thoughtful execution.
- Fully understand the Club industry and the operation especially pertaining to Food and Beverage.
- Would hold weekly Department meetings and communicate on a regular basis with direct reports within the Clubhouse. Initial Direct Reports to include Food & Beverage Managers, Executive Chef, and Event Manager.
- Works in conjunction with the key clubhouse staff on scheduling to ensure that staffing levels are sufficient based on events planned
- Develop or strengthen department operational standards, processes, procedures, and ongoing training.
- In collaboration with the GM, develops an operating budget for each of the department's revenue outlets; monitors and takes corrective action as necessary to help ensure that budgeted sales and cost goals are attained.
- Would be an active participant and lead discussions with the House Committee and other Ad Hoc committees.
- Maintains records of events and daily business volumes.
- Acts as a point of contact for all departments, especially Culinary, Events, Accounting, and Human Resources providing regular communications.

Candidate Qualifications

- A minimum of five years of progressive leadership experience in a private member-owned country club or luxury resort, with significant multi-dimensional operations.
- The ability to thoughtfully engage, lead, and work alongside team members.
- Aspires to become General Manager with continuous drive and desire to improve and experience all aspects of Club industry
- Ability to create and oversee a system identifying key ratios to track (payroll, net F & B, etc.) for oversight and enhancement of operations.
- Technologically proficient with a thorough understanding of best practices in the use of technology and operating system point of sale.

Educational Qualifications

- A degree in hospitality management and/or college degree along with previous progressive experience in club, hotel, resort, restaurant or catering are necessary
- Golf, Tennis, and Recreation Management experience preferred

Application Deadline: December 15, 2023

Benefits

Salary is open and commensurate with qualifications and experience.

Please send resumes to:

Douglas D. Mayo, General Manager

dougmayo@oysterharborsclub.org