

POSITION SUMMARY

Do you desire to join a high performing team of professionals? The **Assistant Manager (AM)** is a highly responsible, hands-on leadership position that helps manage Food & Beverage, the Pool (seasonally), and special projects. Furthermore, his/her principal function is to lead, monitor and develop the team to ensure the highest level of service and amenities to our members and guests. The AM assists other members of the management team in the day-to-day operations of the Club and will sometimes serve as the Manager on Duty.

The AM must be extremely knowledgeable of the overall functions of the Club and be able to monitor those functions on a day-to-day basis. The AM works together with the Director of Food & Beverage, Food & Beverage Manager, and BOH Leadership to efficiently run the department. The AM must demonstrate tact, diplomacy, common sense, and flexibility. Additionally, he / she must have knowledge of the industry and be ready to contribute to the successes of the Club. The individual must work well under pressure, have good organizational skills and be a team player.

Reports to/direct reports:

- The AM reports to the Director of Food & Beverage and works alongside other team members.
- The AM oversees a staff of +/- 15 people depending on seasonality.

F&B Revenues of approximately \$1.2 million (65% A La Carte / 35% Banquets)

POSITION DETAILS

In the Dining Room + Beyond

- Helps oversee Food & Beverage to include welcoming, greeting members/guests, and overseeing a seamless service flow.
- Performs daily walk-through of campus areas and makes sure they are clean, neat, and professionally maintained.
- Assists in the planning, promotion, and generation of enthusiasm for the Club's diverse programming.
- Ensures that the highest standards of sanitation, cleanliness and safety are always maintained throughout applicable areas.
- Establishes and maintains a regular cleaning/maintenance schedule for all service areas and equipment.

- Creates buffet labels, menu cards, menus, flyers, handouts, and posts to social media when needed.
- Fosters a positive relationship and working environment between the FOH and BOH.
- Contribute to the management of FCC's Wine Locker Program.
- Assign and ensure that all FOH staff complete their pre-and-post-shift side work responsibilities and check them out accordingly.

Pool Operations

- Acts as the "face" of this popular, yet seasonal important member amenity.
- Leads pool opening and closing at the beginning and end of season.
- Oversees Snack Bar, locker rooms, and all applicable areas.
- Contribute to the organization and upkeep of the POS system.
- Leads recruitment, training, and development of team members.
- Validates appropriate member charges and if necessary, takes required action to ensure compliance.
- Manages cleanliness, member service, and registration of all pool vis
- Provides necessary orientation and training for all pool staff.
- Schedules, approves proper payroll records, and ensures coverage of the operation.
- Aids the F&B team in executing events and related occasions at the pool to include summer camp, birthdays, and family celebrations.
- Maintains a presence during peak periods and ensures consistent performance.
- Helps implement and monitor pool safety procedures.
- Enforces club rules of safety and conduct.

Development, Training, & Team Relations

- Plans and conducts regular meetings and trainings between all service staff, further building a level of teamwork, knowledge, and cross exposure between positions.
- Creates a leadership dynamic within the team that then creates a positive “can do” culture with all staff.

- Is highly visible and engaging with the membership to include being present at peak times
- Promotes a service focused, warm and friendly private club environment as an ambassador, advocating the Club's philosophy to members, prospective members, and staff.
- Audits and reconciles chits after each shift to ensure accuracy with member charges before posting to accounts. Follows up on and troubleshoots any issues, highlights, or questions from members.
- Performs daily checks to make sure all employees meet the uniform and grooming standards.
- Attends applicable meetings.
- Consistency is key in preparation and presentation at a high level, whether it is for more formal dining, casual dining, or private events.

Qualifications

- Has a minimum of two years' experience in a vibrant private Club/restaurant setting OR significant progressive experiences in a similar type of environment to include banquet facilities, luxury hotels, large-scale catering, event venues or similar.
- Anticipates the needs of the operation in a quality manner regarding staffing, logistics, organization and execution of the clubs dining and event needs.
- Innovative leader, excited to make their mark and lead a team to further excellence and success.
- Team player, calm, and thoughtful multi-tasker; works closely with subordinates, contemporaries, executive staff, and the membership.
- Strong communication and interpersonal skills are key to success. An individual that has a proven track record in leading a team in a professional and positive manner will be highly considered.
- Knowledge of the Food & Beverage industry and will keep abreast of the current industry trends.
- Four-year hospitality degree preferred.
- Must be certified in both Food Safety (ServSafe, BASSET) and TIPS or similar.

- Represents the Club, its membership, and the management team in an utmost professional manner, internally and externally, and at professional events.

Requirements

- Must have open availability to include early mornings, late nights, weekends, holidays, split and extended shifts.
- Must be able to continuously sit, stand, and walk a minimum of 8 hours.
- Must be able to bend, kneel, push, and pull over the course of a shift.
- Must maintain a neat, clean, and well-groomed appearance per the Club Employee Handbook.
- Will be occasionally required to perform job functions outdoors and be exposed to sun, heat, humidity, and other elements.
- Must be 18 years of age.
- Must be able to periodically lift and carry up to 30lbs. and sometimes up to 50lbs and beyond.
- JONAS software knowledge/other a plus.

Other

- Salary is open and commensurate with qualifications and experience. The Club, along with the typical benefits package, is supportive in continuing development and education, along with relocation for the right candidate.
- Position available immediately.
- The Club has 500+ member families.
- Full-service operation with Food & Beverage, Golf, Aquatics, Fitness, and Youth Programming.

Job Type: Full-time

Salary: \$60,000.00 - \$70,000.00 per year

Benefits:

- 401(k)
- Dental insurance
- Employee discount
- Flexible schedule
- Health insurance
- Paid time off
- Vision insurance

Experience level: Mid-Manager

Please send all submissions to:

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