

**Assistant General Manager**  
**Connestee Falls Club and Community**  
**Brevard, North Carolina**

[www.connesteefalls.com](http://www.connesteefalls.com)

### **The Club Community**

Connestee Falls combines 3,900 acres of spectacular natural beauty with first class recreational amenities in one amazing, gated community. It's owned and managed by the residents who share a vision for preserving the amazing natural environment while nurturing great relationships. This casual club community lives like a private state park with four stocked mountain lakes, waterfalls, miles of hiking trails and full club amenities including golf, tennis, pickleball, wellness center, clubhouse, pool, and over 20 miles of private hiking trails.

The club has a total of 2,400 members and generates a total of \$9M in revenue with \$5.5M in dues and \$1.1M in food & beverage revenues. There are 23k rounds of golf each year, 65 full time employees, and 35 part time/seasonal employees. There are a total of 8 standing committees; Strategic Planning, Natural Resources Stewardship, Finance, Audit, Facility Planning, Architectural Review, Judicial and Elections.

### **Facilities**

The Overlook Clubhouse lives up to its name with panoramic views of the golf course and Blue Ridge Mountain vistas. A \$2.5 million renovation of the clubhouse was completed in late 2018. It features:

- 26,000 Square Feet in a rustic casual design and setting
- Large main dining room with excellent menu
- Lounge with full bar
- Sports Grill
- Banquet facilities with a large hall and meeting rooms (The Cherokee Ballroom seats 120, and the Blue Ridge Lounge seats 90.)
- Performing arts center with a full stage, professional sound and lighting system, and a dance floor
- Library, card and meeting rooms
- Wellness Center with state-of-the-art fitness facilities and full-time manager
- Golf Pro Shop
- Men's and Women's Locker Rooms

The clubhouse team plans a year-round social and entertainment schedule with a full calendar of events each month.

### **The Position**

The Assistant General Manager reports to the General Manager and supervises the Director of Community Maintenance, Food & Beverage Manager, Events and Catering Manager, Executive Chef, Wellness Manager, Security Chief and the Architectural Review Liaison.

Responsible for the planning, directing, or coordinating the operations of staff functions relating to food & beverage, all other amenity offerings, service areas, and general maintenance. Responsible for operation of all aspects of the Community in the absence of the General Manager and perform specific tasks as request by him/her.

Position requires the individual to maintain flexible availability, will work weekends and holidays.

## **Job Requirements:**

### **Education**

- High School diploma
- Bachelor's degree in Management or related field preferred.

### **Certificates & Licenses**

- Member of CMAA - preferred
- CAM License - preferred
- Food Manager Certification – required
- TIPS Knowledge - required

### **Experience**

- Three to five years of management level experience required (private club experience preferred). Experience working within a bundled amenity community preferred.

### **Technical Knowledge**

- General knowledge of computers including Windows and Internet Explorer.
- Strong MS Office Skills (Excel, Word, Outlook, PowerPoint, Publisher).
- Knowledge of NorthStar Club Software preferred

### **Competencies:**

- Technical Skills – Assesses own strengths and weaknesses; Pursues training and development opportunities; Strives to continuously build knowledge and skills; Shares expertise with others.
- Member Service - Manages difficult or emotional member situations; Responds promptly to member needs; Solicits member feedback to improve service; Responds to requests for service and assistance; Meets commitments.
- Demonstrates Excellent written and oral communication skills
- **LEADERSHIP**
  - Delegation-Delegates work assignments; Matches the responsibility to the person.
  - Managing People-Includes staff in planning, decision-making, facilitating and process improvement; Takes responsibility for subordinates' activities.
  - Quality Management-Looks for ways to improve and promote quality; Demonstrates accuracy and thoroughness.

- Cost Consciousness-Works within approved budget; Develops and implements cost saving measures.
- Ethics-Treats people with respect; Keeps commitments; Inspires the trust of others; Works with integrity and ethically; Upholds organizational values.

***Essential Functions include but not limited to the following:***

**Community Management:**

- Manages all aspects of the community in the absence of the General Manager
- Approves budgets, staffing and general operating procedures and other plans for the Rooms, Housekeeping, Maintenance/Repair, Food and Beverage, and Security Departments. Monitors the budget and directs corrective action procedures as necessary
- Functions as an administrative link between departments
- Administer legally required employment practices such as performance reviews and document employee discipline in accordance with Club guidelines
- Monitors internal cost control procedures
- Plans and coordinates training and professional development programs for himself/herself and club personnel
- Attends management and staff meetings as scheduled
- Interacts with members answering questions, solving problems, overseeing services and cleanliness, and leading tours of community facilities to visitors
- Undertakes special projects as requested by the General Manager
- Oversee club and community operations on a daily basis

**Summary:** The Club is looking for a star who is interested in working in a club that will support, and is excited about the club experience. Someone who wants to grow in a dynamic & challenging environment.

The club offers a competitive compensation plan including a base salary and performance bonus, insurance, and other standard perks. Ultimately the club is seeking an individual who could be considered as an internal candidate for the GM position in the future.

**Please forward your resume in confidence to:**

Jim Muldowney, Partner  
Club Resources

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