

**Lost Tree Club****Job Description:** Assistant GM/Clubhouse Manager

<b>Status:</b> Salary, Non-exempt	<b>Level:</b> FT Year-Round	<b>Dept:</b> Food & Beverage
<b>Reports to:</b> COO		<b>Supervises:</b> F&B and Catering Mgrs., Maintenance/Housekeeping

**Position Summary:**

Reports directly to the COO and works collaboratively with the entire LTC management team. Acts as the “senior manager on duty” in the absence of the COO. The AGM/CHM oversees daily club operations and has direct accountability for all Food and Beverage Operations, Housekeeping, Locker Room and Facilities Maintenance. He/she participates with the development of long-range (strategic) and annual (business) plans, operating reports, forecasts, and budgets. He/she is expected to be highly visible, meeting and greeting members and guests during their visits to the Club and ensuring the amenities and services of LTC are “above and beyond” the expectations of our members and similar organizations. Understands and accepts personal responsibility and accountability for such and manages the work culture so that it is a “beacon” for the best people in our industry.

**Essential Duties and Responsibilities:**

- Oversees all operational and functional areas of the Clubhouse and Beach house with a primary focus on food and beverage operations, member events, housekeeping, security and maintenance.
- Assists in developing budgets, plans, staffing and operational procedures for areas of responsibility. After approval, monitor and take corrective action as necessary to assure the budgets, revenue and expense goals are attained. Assist CFO in projections.
- Develop and ensures that all standard operating procedures for revenue & expense controls are in place and consistently utilized. Develops service standards and ensures they are met or exceeded consistently and adjusts as necessary.
- Assists the COO in developing/implementing long-range and annual plans, operating reports, forecasts, budgets and KPI's.
- Seeks out new and innovative ways to meet and respond to the needs and demands of a diverse group of membership. Displays strategic thinking, excellence, passion, and forethought.
- Research new products and services, develops cost/profit benefits.
- Is responsible for hiring, training, developing, and evaluating staff in all clubhouse capacities. Works closely with Human Resources for new hires, disciplinary actions, terminations, performance evaluations, and employee relations issues.
- Delegates appropriate responsibility to F&B team, housekeeping managers, maintenance managers, etc. while remaining ultimately responsible for those operations; giving credit to the team and taking responsibility for any shortcoming and correcting as needed.
- Assist in the development of the organizational chart, staffing and scheduling procedures and job description/specifications for all department staff. Takes initiative to make suggestions on how we can continually improve our operations, service and products.
- Receive, investigate and act upon feedback from club members, guests and employees and advises the COO regarding appropriate corrective actions taken.
- Conduct departmental meetings regularly.

- Monitor safety conditions and employee's conformance with safety procedures; ensure all health and legal requirements are consistently adhered to, including wage and hour, federal, state, local laws pertaining to sanitation and alcoholic beverages.
- Keeps COO informed of all potential problems in areas under his/her responsibility.

**General Responsibilities:**

- Positive and engaging attitude with emphasis on teamwork. Treats all staff members fairly, with respect and courtesy.
- Innovative, flexible forward thinking in problem resolution and strategic planning and can inspire others to reach their fullest potential.
- Works closely with Committees and other senior management to ensure a full understanding of LTC, its history, culture and traditions before making any significant changes.
- Functions as a communication link between departments (i.e. golf shop, first tee, F&B, refreshment stands, locker rooms and pool), ensures cohesiveness and teamwork.
- Ability to work independently and as part of a team.
- Possesses strong follow-up skills and adheres to all deadlines.
- Exercises good judgement when working on time sensitive problem resolutions.
- Ability to manage multiple tasks with priorities and workflow.
- Provides quality management and leadership with an up-beat, positive approach and the highest level of integrity and ethical standards.
- Maintaining the confidentiality of Club information.

**Qualifications:**

- 5+ years of hospitality management experience, with demonstrated growth and success in previous roles.
- Certified Club Manager (CCM) designation, or substantial progress toward certification is preferred.
- 4-year degree in hospitality or business administration is preferable but may be substituted with significant industry experience.
- Strong Food and Beverage background (FOH & BOH) is essential.
- Have an aptitude for technology- Jonas POS, website, mobile app, catering, payroll, communications, security systems, building services, etc.
- Strong interpersonal and communication skills- verbal and written.
- Handles a fast-paced environment with a sense of calm, poise and confidence.

To apply for this position, please send resume or contact Michelle Vecellio, Human Resource Director at:

[mvecellio@losttreeclub.com](mailto:mvecellio@losttreeclub.com)

Office phone: (561) 626-1501, ext. 119.