



CAROLINAS CHAPTER

CLUB MANAGEMENT
ASSOCIATION OF AMERICA

Date: October 13, 2022
To: Carolinas Chapter Members
From: Carolinas Chapter CMAA

Employment Opportunity

Club: Cavalier Golf and Yacht Club

City/State: Virginia Beach, VA

Position: Assistant General Manager

Club Information:

Established in 1928, The Cavalier Golf and Yacht Club has withstood the test of time, and Mother Nature, to become the active, family-friendly club that it is today.

From the marina along the banks of the Little Neck River to the Olympic size pool, (Home of the Sharks), to one of only 12 legendary Charles Banks designed courses in the world, CGYC has something for everyone. With a thriving tennis program and fitness facilities that complement any sport, CGYC provides activities for Members of any age. High level food and beverage and a stunning setting for weddings and special events round out the CGYC experience as one of the finest along the Mid-Atlantic shore.

Position Summary & Responsibilities:

Work closely with the General Manager. Responsible for operation of all aspects of the club in the absence of the General Manager and perform specific tasks as required by the General Manager. Direct reports include Head Housekeeper, Director of Facilities, Clubhouse Manager, Food and Beverage Director.

Responsibilities:

- Approves budgets, staffing and general operating procedures and other plans for the clubhouse, housekeeping, maintenance and repair and security departments; Directs the work of department heads
- Monitors the budget and directs corrective action procedures as necessary to help assure that budget goals are attained

- Functions as administrative link between departments monitors internal cost procedures
- Plans and coordinates training and professional development programs for himself or herself in the club personnel
- Assists the General Manager in developing and implementing long range strategic and annual business plans, operating reports, forecasts, and budgets
- Monitor safety conditions and employee's conformance with safety procedures; updates emergency plans and procedures and assures that effective training for these programs is conducted in all departments
- Maintains contact with members and helps assure maximum member satisfaction
- Receives and resolves complaints from clubs' members, guests, and employees
- Assures that club's preventive maintenance and energy management programs and master plan are on schedule and in use
- Assist in the planning of facility improvements, remodeling, construction, and repair, and interacts with applicable club committees for this purpose
- Participates in ongoing facilities inspections throughout the club to ensure that cleanliness, maintenance, safety, and other standards are consistently attained
- Serves as an ad hoc member of appropriate club committees
- May serve as a departmental manager in that manager's absence
- Attends management and staff meetings as scheduled
- Interacts with members answering questions, solving problems, overseeing services and cleanliness, and showing the club facilities to visitors
- Approves all entertainment and consultation with the membership relations director, House Committee, and others
- Serves as a club representative within the community of Birdneck Point
- Counsels with other managers and employees about employee grievances and complaints; direct problem correction where possible in conjunction with HR
- Monitors labor; Evaluates scheduled and actual labor hours and costs
- Research new products and develops an analysis of their costs and benefits
- Oversees daily club operations
- Accident prevention and works with security on completing accident reports
- Receives advice from the General Manager about development and revision of club bylaws and

policies; Consistently enforces all policies to the best of their ability

- Works with human resources department staff to develop long term staffing needs for the clubhouse department
- Works with department heads to plan professional development programs for applicable staff, ensures that all legal requirements are consistently filed federal, state, and local
- May perform clubhouse opening and closing duties including those related to security
- Recruits for and manages the club's internship program, responsible for management and operation of employee areas
- Monitors employee dress codes and member dress codes as applicable
- Conducts training and other meetings with department staff
- Completes other appropriate assignments made by the General Manager
- Handles in coordination with the General Manager Emergency Preparedness related to Coastal Weather conditions of Virginia

Qualifications:

- Bachelor's degree from a four-year college or university
- Hospitality management major preferred
- Member of Club Managers Association of America (CMAA) and other professional associations
- Attends conferences, workshops, and meetings to keep abreast of current information and developments in the field to enhance his or her value and quality of services to the members
- Six or more years of related experience with three or more years as a manager
- Substantial private club or hospitality industry experience with management and supervisory experience and progressive professional advancement
- Management of complex capital projects
- Experience working with volunteer committees
- Extensive experience with food and beverage management - hands on within the club industry

Job Knowledge, Core Competencies, and Expectations:

- Ability to function as club's General Manager during his or her absence
- Knowledge of management requirements for housekeeping, engineering, maintenance and repair, and security functions at the club
- Must demonstrate appropriate analytical skills, attention to detail, organizational and project management skills
- Ability to develop and maintain awareness of occupational hazards and safety precautions; Skilled in following safety practices and recognizing hazards
- Knowledge of, and ability to perform required role in emergency situations

Compensation:

Competitive base salary with annual performance bonus, full health benefits paid, Dental and Vision available, two weeks' vacation after six months, 401-K with 4% match from the Club, Holiday bonus program.

How to Apply:

Send a current resume and thoughtful cover letter to:

Clint Wood, CCM, CCE

clint@palmettoclubconsulting.com