



RCS Hospitality Group
a new generation of hospitality management
6412 Brandon Ave. #339 Springfield, VA 22150
www.consultingRCS.com

Position Available:
ASSISTANT GENERAL MANAGER
Green Bay Country Club – Green Bay, WI

Green Bay Country Club is looking for a true leader to manage its clubhouse operations and staff. This is an excellent, full-time opportunity to work at a top notch, family-centric club in a beautiful setting. Noteworthy highlights include managing multiple venues – from casual to fine dining, building and mentoring your own team, and being a part of designing our new facility. Successful candidates must be detail-oriented as well as visionary leaders. We are looking for that special individual that will elevate GBCC to become the best of the best, help build a culture of excellence, develop leaders by monitoring a mentoring program, and assisting Green Bay Country Club to achieve Platinum/Emerald Club status. If you think you have what it takes to be successful, then read on!

POSITION RESPONSIBILITIES:

- The Assistant General Manager (AGM) at Green Bay Country Club is a hands-on leader who is responsible for all clubhouse operations, including our restaurants, banquet functions and other outlets. He or she assists in the development of menus; creates over the top experiences for our members; supervises all clubhouse staff; assists in the development and monitoring of departmental food and labor budgets; and maintains the highest professional standards with extreme attention to detail.
- The AGM leads by example and maintains the highest level of professionalism. The AGM is responsible for leading product knowledge training for FOH personnel through daily pre-meal meetings and special food and beverage knowledge training programs.
- The AGM is responsible for ensuring a smooth operation from ALL member service departments perspective and communicates and interacts with all department heads regarding necessary daily activities. Communicates and coordinates with department heads and staff regarding private parties, club functions, etc.
- The AGM ensures a successful operation in all departments by communicating and coordinating on a frequent basis with all supervisors. Works with supervisors on policy issues and procedures ensuring departments are functioning and meeting member and guest expectations.
- The AGM creates an experience like no other for our members and guests. Creativity, not just variety, is essential in planning experiences for the members and guests of Green Bay Country Club.
- The AGM is a team builder who mentors our staff and develops a pipeline of talented and creative individuals and interns by building upon its reputation as an excellent learning and training ground for up and coming club managers. The club fully supports ongoing education and participation in the Club Management Association of America for its management staff. The AGM treats all employees with respect and, in return, requires that of his or her team. The AGM works to ensure that a positive working atmosphere is maintained at each clubhouse.
- The AGM has a proven track record of controlling food and labor costs. He or she is adept at creating and managing a budget and provides specifications to control quality and costs.
- The AGM is the face of the clubhouse operations and should be comfortable conversing and interacting in both back and front of house settings as he or she interfaces with multiple and diverse constituencies (members, staff, vendors, etc.) throughout the day. The AGM is visible and responsive to club member and team member requests striving to find creative ways to accommodate reasonable requests.
- The AGM works as a strategic and operational partner with the managers and staff of Green Bay Country Club to develop information sharing, good communication, superior internal and external customer relationships and high-performance teamwork to achieve club objectives.



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- The AGM works with the Service Manager to develop the annual operating budget for each revenue outlet and initiates, monitors and consistently evaluates outcomes to meet the desired goals. He or she takes necessary corrective action to assure goal attainment and therefore must have clear and regular understanding of budget and actual outcomes on a timely basis. He or she ensures that reliable and necessary monitoring of results is in place to quickly respond to negative trending and to further enhance positive outcomes in each of the food and beverage outlets.
- The AGM is someone who seeks opportunities for improvement, and instills this mindset into his/her team, while at the same time epitomizing the perspective of being readily open and embracing of input.
- The AGM ensures that effective and efficient staffing and scheduling occurs at all Green Bay Country Club outlets, balancing financial appropriateness with member satisfaction desires.
- Ultimately, the Assistant General Manager of the Green Bay Country Club is an important and positive face of the operations at the Club. He or she is an integral part of the overall success of the operation. The responsibility to lead the clubhouse operations from a passionate, creative, supportive, progressive and team-focused perspective is of critical importance for long-term success.

DUTIES & RESPONSIBILITIES:

Initial Priorities of the Assistant General Manager:

- Maintain the quality, standards and consistency of the current culinary program while continuing to provide new and exciting culinary experiences for GBCC members and guests in both a la carte dining, banquet and member events.
- Recruit and continue to build, develop, train and mentor the service team.
- Assist with the planning of menus and events for the upcoming season.
- Provide exceptional service for all our members and guests.
- Learn members' names and establish relationships with members and staff.
- Evaluate and set appropriate and necessary standards of operation, execution and delivery within the operation; taking ownership for the entire experience from production to final delivery of experiences, while working closely with the management team.

Organizational Structure

- Green Bay Country Club operates under the General Manager/COO organizational structure. The AGM reports directly to the General Manager.
- The AGM works closely with the House Committee to ensure that member expectations are met and attends all food and beverage staff and management meetings. The AGM conducts weekly meetings with his/her department to provide open lines of communication and share pertinent club information.

CANDIDATE EXPERIENCE & QUALIFICATIONS:

- The successful candidate: is a strong and passionate leader with a proven track record of providing premier services in a multiple facility and membership constituency environment, and with an approachable personality.
- Private club or resort experience is highly desired.
- Confident, proactive team builder who has a history of attracting, developing and retaining high performing team members.
- Strong management skills with verifiable strengths in inspirational leadership, financial performance, and people skills.
- Strong written and verbal communications skills.



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- Computer skills including but not limited to Microsoft Outlook, Word, and Excel. This position also requires technical skills to effectively manage restaurants in multiple locations. Experience with Clubessential POS software is a plus.
- Experience working with volunteer committees.
- Should be certified in food safety.

EDUCATION:

- Bachelor's degree from a four-year college or university.
- Hospitality Management major preferred.
- Certified Club Manager (CCM) designation through CMAA or in current pursuit of this designation desirable.
- Member of Club Managers Association of America (CMAA) and other professional associations.
- Attends CMAA conferences, workshops and meetings to keep abreast of current information & 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.

SALARY RANGE:

Green Bay Country Club offers excellent compensation with a salary range of \$65,000 to \$80,000 based on the candidate's qualifications and experience and an excellent benefits package.

CLUB INFORMATION:

- Members – Approximately 496 in all categories
- Gross volume – Approximately \$4.65M
- Annual F&B – \$1.2M with approximately 65% of that in ala carte dining
 - With room to grow to \$2M
- Gross payroll – Approximately \$1.89M
- Employees (FTE) – Approximately 54; Seasonal - 95
- Main Clubhouse and Pool Café – 2 Full Kitchens/ 2 Clubhouses
- Annual golf rounds – Approximately 17,000
- Average age of members – 50 years of age and trending younger
- The Club is open year round

GREEN BAY COUNTRY CLUB WEB SITE: www.greenbaycountryclub.com

REPORTS TO: General Manager

SUPERVISES: Service Director, Sports Club Manager, Event Coordinator, Executive Chef, and Bar Manager

WORKS CLOSELY WITH: Director of Golf and Superintendent

INSTRUCTIONS FOR APPLYING:

Please send cover letter outlining your career progression choices, a resume, references, and salary requirements to: Brian Armstrong at brian@consultingRCS.com