

ASSISTANT GENERAL MANAGER PROFILE: THE UNIVERSITY OF TEXAS GOLF CLUB AUSTIN, TX

THE ASSISTANT GENERAL MANAGER OPPORTUNITY AT THE UNIVERSITY OF TEXAS GOLF CLUB

A special opportunity exists for candidates with a successful track-record of leadership and high-quality food and beverage operations management in private clubs or high-end establishments in the hospitality industry. We are conducting the Assistant General Manager search for The University of Texas Golf Club, located in Austin, Texas. The areas of responsibility for this position will grow as the candidate demonstrates leadership proficiencies and success.

[Click here to view a brief video about this opportunity.](#)

THE UNIVERSITY OF TEXAS GOLF CLUB

The University of Texas Golf Club, nestled between Lake Austin and Lake Travis in the award winning community of Steiner Ranch, is a private golf club that encompasses the tradition of excellence for which UT is famous. Opened in 2003, it is the official home of the University of Texas Men's and Women's Golf teams.

The University of Texas Golf Club has a Bechtol Russell designed par 71 championship golf course with a state-of-the-art practice facility and a six-hole, par three short course. The Edgar O. and Melanie A. Weller Tennis Center offers six indoor tennis courts, four outdoor tennis courts, locker rooms, and a pro-shop. UTGC also offers its members a resort style pool and first-class fitness facility.

The multiple dining options at The University of Texas Golf Club include the grand Tower Room, a Founder's Bar, Santa Rita room, The Legends Lounge in the 16,000 square foot clubhouse and the 3,400 square-foot Pavilion which has drop down sides for year-round use.

The University of Texas Golf Club features three casitas with floorplans ranging from one to four bedrooms.

The University of Texas Golf Club will be celebrating its 15th anniversary this fall.

THE UNIVERSITY OF TEXAS GOLF CLUB BY THE NUMBERS

- 47 is average age for local members, 59 for regional members
- 1,124 Members
- \$9.5M Gross volume
- \$4.7M Annual dues volume
- \$2M F&B volume – 47% ala carte, 32% catering
- 75 Employees (FTE) in season; 50 Employees (FTE) off season
- Approximately 34,000 Rounds of golf annually

THE UNIVERSITY OF TEXAS GOLF CLUB WEB SITE: www.utgolfclub.com

THE MISSION STATEMENT OF THE UNIVERSITY OF TEXAS GOLF CLUB

To provide the ultimate Texas Club Experience with comfortable southern hospitality within our pristine hill country setting. Our private club is home to The University of Texas golf teams and prides itself in services deep in the Longhorn tradition for all members, guests and student athletes.

ASSISTANT GENERAL MANAGER (AGM) POSITION DESCRIPTION

The AGM at The University of Texas Golf Club:

- Oversees all operational and functional areas of the Clubhouse as needed, with a primary focus on food and beverage operations.
- Ensures that University of Texas Golf Club members and guests enjoy outstanding accommodations and food and beverage experience by providing consistent, exemplary service.
- Oversees F&B staff management including a la carte, banquets, member events, beverage carts and all culinary operations during tournaments.
- Supervises Executive Chef, Banquet/Catering Director, F&B Ops Manager, and Beverage Cart Staff.
- Reports to the General Manager/COO and manages all aspects of the club in the absence of the GM/COO.
- Works closely with all department heads to ensure optimum results in member and guest satisfaction.
- Provides quality leadership and contributes to the positive atmosphere of the Club and associated operations.
- Interacts positively, professionally, politely, and with poise towards all team members, vendors, and the community to promote a team effort.
- Maintains positive vendor relationships and seeks new outlets for improved products and services.
- Maintains and continually improves member service quality in the management of direct reports, all relevant Club environments, operations of the clubhouse, and all events and programs presented for the members and guests.
- Seeks out new and innovative ways to meet and respond to the needs and demands of the ever changing and diverse group of membership. Displays strategic thinking, excellence, passion, and forethought.
- Comes to work regularly and on time, follows and gives directions, welcomes feedback, and takes criticism appropriately. He or she gets along well with co-workers and supervisors and treats co-workers, supervisors, and members and their guests with respect and courtesy.
- Is a complete team player. Meets deadlines and follows through on requests and questions from members and team members. Proactively seeks solutions and involves team members in the decision-making process.
- Maintains a “lead by example” approach within the clubhouse while maintaining a very upbeat, “can do” and “get it done” attitude toward members, team members, services, programs, and initiatives.
- Is responsive to members’ requests and strives to find creative ways to accommodate reasonable requests. He or she believes in the service philosophy: “the answer is ‘yes,’ what is the question?”
- Assures the smooth, efficient daily function of the clubhouse operations to provide its members and their guests with the experience and services for which University of Texas Golf Club is well known. The focus is to provide an enjoyable, high quality, first class environment.
- Ensures proper opening, closing and security procedures of Clubhouse and all related areas
- Ensures the highest standard in special and Club event planning with members. Executes these events with staff to produce qualitative and pleasing results.
- Establishes and maintains open and approachable relationships with the membership while being proactive to their needs. The expectation for the AGM and his or her staff is to address members by name and maintain visibility and a management presence at all times.
- Coordinates clubhouse staff compensation, benefits, performance appraisals, disciplinary actions, and other significant personnel actions.
- Is responsible for hiring, training, developing, and evaluating staff under his/her supervision.
- Coordinates closely with human resources for new hires, terminations, performance evaluations, and employee relation issues.
- Clearly understands and values the importance of staff recruitment, retention, and overall commitment to quality as core drivers to University of Texas Golf Club’s success.
- Directs the work of all F&B employees, and interacts with them pursuant to orientation, appraisal, discipline and/or discharge issues.
- Places great importance on staff communications and interaction. Conducts weekly staff meetings and pre- and post-event meetings to ensure understanding of the expectations and quality of outcomes for every member experience.

- Implements agreed to standard operating procedures with staff that supports a culture of service excellence.
- Is an important mentor for department leaders and associates as well.
- Approves and monitors budgets, staffing, and general operating procedures and other plans for Food & Beverage, Pool and other assigned areas related to clubhouse operations as directed by GM.
- Ensures that appropriate controls and cost-effective procedures related to employee payroll, purchases, inventories, supplies, and other necessary expenditures are in place.
- Provides proactive, accurate, timely and meaningful reports and analysis.
- Keeps the Club GM informed of all significant or potentially significant operating matters, problem areas, achievements, or other matters of importance.
- Delegates appropriate responsibility to department leaders while remaining responsible for F&B operations—giving credit to the team and taking responsibility for any shortcomings.
- Attends weekly or special management and staff meetings and any other meetings as required.
- Undertakes special projects from the Club GM as assigned.
- Maintains professional memberships and attends educational offerings that benefit both the Club and their personal career growth.

ASSISTANT GENERAL MANAGER RESPONSIBILITIES

The Assistant General Manager will be responsible for:

- The management of all food and beverage operations of the clubhouse, which includes providing breakfast, lunch and dinner for the members and their guests, concierge services to casita guests, special functions relating to golf tournaments and all other events for both members and non-members, such as wedding receptions.
- Assigned duties related to the clubhouse operation.
- Manages all phone systems, cable, and Muzak.
- Coordinates cameras throughout the property, oversees relationship with the club's IT partners-Protis.
- Works collaboratively with the Controller and GM on budget, financial, payroll and HR matters of the club as applicable.
- The promotion of The University of Texas Golf Club and the dissemination of hospitality, friendliness and goodwill among all members and their guests.
- Working closely and collaboratively with the Director of Golf, Golf Course Superintendent, and Controller under GM supervision to responsibly carry out the policies and directives of the University of Texas Golf Club.

CANDIDATE QUALIFICATIONS

The ideal candidate:

- Has at least three to five years of F&B management experience in a high-end club, resort, hotel, or restaurant environment.
- Possesses experience in supervising, developing and leading department staff – both front and back of house.
- Is a passionate and highly motivated professional who enjoys member engagement and making each moment special and memorable for members and their guests.
- Has an extensive knowledge of all areas of clubhouse operations and a strong F&B background.
- Has a fundamental understanding of what constitutes a “premier Club experience,” and the proven ability to execute to that level.
- Has technology skills including the use of Word, Excel, Outlook, POS systems, and time management systems. Knowledge of Jonas is beneficial.
- Displays an understanding of facilities and membership management.
- Displays a working knowledge of financial acumen, HR policies and regulations, food and beverage and the country club industry.
- Is skilled in hiring, supervising, managing, mentoring, and developing high achieving employees. Perpetual training and coaching are essential.
- Has an in-depth knowledge of wine, beer, and spirits. Sommelier certification would be a plus.

- Possesses a good sense of humor and an ability to have fun.
- Remains calm under pressure and maintains the expedient execution of events as well as the resolution of conflicts or complaints. Someone who acts with urgency yet maintains a calming presence.
- Is organized, predictable, consistent and detail oriented with the ability to multi-task and prioritize competing or conflicting projects.
- Possesses effective problem-solving skills as well as effective verbal and written communication skills, while demonstrating respect and achieving respect of the staff and the rest of the management team.
- Has a patient, friendly, outgoing personality, and a positive attitude. Is personable with members and guests, while maintaining a respectful professionalism.
- Has a verifiable record of accomplishment of successfully leading and growing dynamic clubhouse operations including building revenues, controlling costs, and meeting or exceeding planned and budgeted bottom-line goals and objectives in food and beverage operations.
- Has strong listening skills and can absorb a multitude of ideas and filter to the most important and viable options for action and completion.
- Has strong management skills with verifiable strengths in “self-starting” leadership, financial performance, and people skills.
- Can consistently define and achieve goals and objectives. Proven and verifiable leadership qualities with the demonstrated ability to direct, coordinate and control all facets of an active clubhouse operation.
- Has strong organizational and time management skills; identifying the details necessary to consistently achieve high levels of quality, satisfaction, and outstanding member experiences.
- Interacts effectively with diverse constituencies of members, staff, vendors, and other people who are part of the University of Texas Golf Club family.
- Embraces the service ethic and displays a passion for providing the consummate member experience daily.
- Is a professional with a verifiable, positive career track, someone who has been a “difference maker” wherever the candidate has been in the past.
- Is confident in his or her abilities yet humble in his or her interactions.
- Has a professional appearance and demeanor and expects the same from his or her staff.
- Has an appreciation for and understanding of the game of golf.

EDUCATIONAL AND CERTIFICATION QUALIFICATIONS

- Bachelor’s Degree from a four-year university or college in Hospitality Management preferred.
- In lieu of the degree, substantial private club or hospitality experience will be considered.
- Certified Club Manager (CCM) designation preferred.

SALARY AND BENEFITS

Salary is open and commensurate with qualifications and experience. The club offers an excellent bonus and benefit package including CMAA membership.

INSTRUCTIONS ON HOW TO APPLY

Please upload your resume and cover letter (in that order) using the link below. You should have your documents fully prepared to be attached when prompted for them during the online application process.

Preparing a thoughtful letter of interest and alignment, clearly articulating your “fit” with the profile and the above noted expectations and requirements is necessary.

Your letter should be addressed to Mr. Michael Myers, Managing Partner, The University of Texas Golf Club Search Committee, and clearly articulate why you want to be considered for this position at this stage of your career and why The University of Texas Golf Club and the Austin area will likely be a “fit” to you, your family and the Club if selected.

Expressions of interest in this manner should be conveyed to our Firm no later than July 25th. Interviews occur in August with the successful candidate likely in place in September 2018.

IMPORTANT: Save your resume and letter in the following manner:

“Last Name, First Name - Resume” &

“Last Name, First Name - Cover Letter”

(These documents should be in Word or PDF format)

Note: Once you complete the application process for this search, you are not able to go back in and add additional documents.

For directions on how to upload your resume and cover letter [visit this page](#).

[Click here](#) to upload your resume and cover letter.

If you have any questions, please email Holly Weiss: holly@kkandw.com

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