



Shoreacres

Job Title: Assistant Manager

Job Description:

The Assistant Manager will ensure that the day-to-day operations of the club are world-class and reflect a high level of care and customer service. Responsibilities include direct management of all front of the house, locker room, and halfway house staff, planning member/private events, directing clubhouse operations/maintenance, and other duties as assigned by the General Manager.

The ideal candidate will join a talented staff who deliver delightful and memorable experiences to members and their guests every day. Shoreacres prides itself on the intimate, personalized nature of a private club and the outstanding service delivered by its staff. Shoreacres seeks a candidate who embraces the established club culture while also working to enhance and update the member experience. The Assistant Manager must have excellent interpersonal skills and bring a positive, collaborative, and respectful attitude to both staff and members.

Position Responsibilities:

Deliver and display exceptional leadership to staff and members. Must be engaging, positive, and possess mature, sound decision making.

Ensure the day-to-day club operations are met by being a highly visible and engaged presence throughout the club.

Recruit service staff, locker room attendants, and interns. Develop team members by evaluating their performance and providing timely, constructive feedback for continuous improvement. Make sure that the employee experience reflects safety, professionalism, and consideration of their needs.

Work collaboratively across the organization to continue providing the highest level and quality of service to members. Achievement of this position's accountabilities will entail regular involvement and interaction with the General Manager, Executive Chef, Food and Beverage Manager for day-to-day operations. We also expect this leader to help achieve the Club's longer term strategic goals and initiatives.

Lead meetings for service and events in conjunction with the Food and Beverage Manager, Executive Chef, and General Manager. Use these meetings to help clarify expectations and set the right tone, doing so in a way that engages the staff and generates positive energy.

Contribute to menu design, demonstrate wine knowledge, and remain aware of current food/beverage trends, all toward our objective of delivering a pleasing and memorable member experience.

Generate member enthusiasm by helping to create interesting and compelling club communications and menus.

Qualifications:

Minimum of five years of management experience within a private club, fine dining restaurant or high-end hotel with emphasis on day-to-day operations as well as event planning. Must have a strong background with club operations including scheduling, communications, member, and vendor relations.

Proven track record of excellent operational management including direct supervision of staff, budgeting, and planning.

Passionate leader willing to develop entry level as well as senior level service staff through personal and direct interactions.

Possess personality that fits within established club culture of understated elegance and personal attention to all details.

Maintain positive attitude, professionalism, strong work ethic, and integrity while managing through the busy golf season and enjoying the slower offseason months.

Excellent computer and technology skills.

Demonstrates understanding and ability to direct, coordinate, and manage a high level, high expectation private club.

Prior experience in event planning and execution.

Education Background:

Preferred candidates will have obtained a bachelor's degree in hospitality management or a related field. A commitment to further education through CMAA or related industry organizations.

Salary:

Commensurate with experience. Shoreacres, along with yearly CMAA support, offers a tremendous benefits package including health, dental, and vision insurance along with a generous 401(k) plan.

Club Background:

Located on Chicago's prestigious North Shore, Shoreacres is a private club located in Lake Bluff, IL. Situated on a bluff overlooking Lake Michigan, Shoreacres is perfectly suited for its members and staff to enjoy a picturesque environment that changes beautifully throughout the seasons. The club's membership is of the highest caliber of individuals and truly respect and treat the staff like their family.

The club offers 18 holes of Seth Raynor designed golf and is consistently highly ranked in various golf publications. Recently, Shoreacres was ranked 54 out of the top 100 from Golf Digest for 2021-2022.

The club offers an exceptional work/life balance during the 11 months of yearly operation. Shoreacres is highly seasonal in nature with the club operating 6 days a week May through September and 5 days the rest of the year. The club is closed in January. A strong management team exists so that even during peak season, staff are able to enjoy a reasonable schedule as permitted by business needs.

Over the last decade, the club has solidified itself as a premier private club by enhancing all areas of the property including course and clubhouse renovations. Recently, the club purchased adjacent land and constructed a new practice range to be open later this year. The club enjoys a full membership and strong waiting list of potential candidates. Total revenues exceed \$6 million, and food and beverage contribute \$1.4 million to that.

Qualified applicants should submit a cover letter and resume to:

Michael Drury, CCM
General Manager
Shoreacres
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