



Butterfield Country Club
Oak Brook, IL
Assistant General Manager

Job Summary:

Butterfield CC operates on a “team concept” with the Assistant General Manager overseeing all aspects of the operation in the absence of the General Manager. The Assistant General Manager will directly supervise the Catering Manager, Assistant Clubhouse Manager, Housekeeping and Facilities Manager, Valet and indirectly supervise the Bar Manager, Dining Room Manager, Banquet Manager, Receptionists and other Clubhouse service staff. This person will work closely with the Executive Chef. This is a highly visible person who will be responsible for working with Department Managers in hiring, training, and overseeing the staff and building and maintaining a positive work environment.

Essential Functions:

1. Approves and manages budgets, staffing and general operating procedures and other plans for the clubhouse, housekeeping, maintenance and repair and security departments.
2. Oversees the opening, operation, and closing of the clubhouse, pool, fitness and lodge on a daily basis, personally or through the scheduling of managers, servers and bartenders.
3. Effectively recruits, trains, and retains a high-volume service staff for multiple service areas and communicates expected standards of operation. Ensures that the orientation and training of new staff is completed.
4. Monitors departmental budgets and assures these are maintained within budgeted parameters and makes corrective actions when necessary.
5. Responsible for ensuring accurate monthly inventories, and accurate weekly/monthly F&B sales, covers and labor reporting.
6. Must have a very good knowledge of and passion for hospitality and the private club business.
7. Responsible for accurate billing of all club food and beverage sales through the Club Essential POS system. Maintains an accurate listing of all food and beverage items on POS, and trains staff on proper usage. Ensures all POS items are properly coded.

8. Assists with private parties and club events and service in all food and beverage outlets as needed.
9. Consistently motivates staff to provide a teamwork environment that strives to achieve higher levels of knowledge and performance.
10. Provides an exceptional quality experience to the members and their guests by consistent training of the service staff to exceed the members needs and desires.
11. Demonstrates a hands-on management style and creates an overall sense of urgency throughout the entire service staff.
12. An outgoing personality that maintains ongoing communications with management concerning F & B operations and staffing needs. Communicates daily with all departments including F & B, Housekeeping, Valet, Locker rooms, Receptionists, Golf, Pool, Racquets and Facilities Maintenance.
13. Assists in marketing events by use of emails, push notifications, texts and assists the Communications Director in communicating to the membership.
14. Assists the Catering Manager in the daily preparation and review of event function sheets (BEO) to communicate what is planned, and to assess what preparation will be needed by service staff. Participates in pre-shift banquet event and ala carte meetings to explain any required service, daily specials, and other important messages.
15. Directs a high standard of cleanliness for all club buildings and professional appearance of service staff. Report problems immediately to the proper department.
16. Daily inspection of all member spaces to ensure all areas of the club are cleaned on a daily basis by housekeeping staff.
17. Oversees the Security personnel and investigates any issues that are related with the security of the club.
18. Handles complaints of members and guests and reports to the General Manager so that issues can be resolved to maintain member satisfaction and reduce the chance for reoccurrence.
19. Handles any special responsibilities designated by the General Manager.

Accountability:

- Oversees scheduling of service and bar staff to adhere to budget, monitors and makes any adjustments needed due to variances.
- Helps the GM in preparing performance reviews of managers.
- Maintains a system in place that ensures accurate receiving of all products ordered, and that the products are stored in a secure location. Maintains internal controls and security to ensure no theft of supplies, food or beverages.
- Works closely with accounting to ensure accurate and timely receipt and approval of all invoices, dining supply invoices, payroll and proper billing of all F&B sales.
- Performs all tasks to members and their guest's satisfaction.
- Ensures that the bartenders and servers have had TIPS training and are aware of the policies in place regarding alcohol usage.

Reports To:

- This position reports directly to the General Manager.
- Direct reports to the Assistant General Manager include the Assistant Clubhouse Manager, Director of Catering, Facilities Manager, indirect reports are Dining Room Manager, Banquet Manager, Housekeeping, MLR Manager, and Valet Manager.

Qualifications:

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily.

- College degree in hospitality preferred.
- 3-5 years of experience in a food and beverage management capacity, preferably in the private club industry.
- Proficient in Point of Sale Systems, computer applications and a working knowledge of Microsoft Office.
- Organizational skills are a must, working knowledge of excel. Effective delegator
- Strong wine knowledge preferred.
- ServSafe Certified
- Must be able to carry or lift 35 lbs.
- Excellent written and verbal and interpersonal communication skills are a must.
- Ability to analyze and solve problems efficiently, multi-task and handle duties under pressure with minimal supervision, work nights, weekends, and holidays.
- The ideal candidate must have great communication, leadership, and organization skills.

Compensation:

Salary is negotiable and will be based on the candidate's experience. Benefits will include vacation, health, dental and vision insurance, life insurance, and 401(k) when employee becomes eligible.

Send Resume to:

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