



Assistant General Manager Job Posting Edgewood Valley Country Club

About Edgewood Valley Country Club

Founded in 1910, Edgewood Valley Country Club is a member-owned private club in Burr Ridge, Illinois that features a challenging 18-hole golf course, superb practice facilities and an adjacent Tudor-style clubhouse that is home to various leisure activities, modern amenities, and family-oriented programs. Often referred to as a “hidden gem” in the Chicagoland area, Edgewood Valley’s golf course was designed by William Diddel in 1926 and has been maintained and enhanced over the years by expert groundskeepers.

Transforming Edgewood in 2024

Edgewood Valley Country Club is going through an \$18 million renovation that will transform the footprint of the Clubhouse and surrounding facilities to enhance the member experience throughout all of the Club’s amenities. To ensure the sustainability of the Club for years to come while providing our members with the highest-quality facilities and unmatched service, these updates include: a pristine, modernized Clubhouse; extended patio seating and firepits; shaded pool lounging; a poolside cabana bar; an indoor/outdoor first floor bar; and second floor terraces adjacent to the Ballroom.

Job Description

Edgewood Valley Country Club is seeking a highly motivated Assistant General Manager (AGM) to join us as we move into 2024 with expanded services, upgraded amenities and enhanced experiences for our membership. The AGM is responsible for managing daily services throughout all of the Club’s amenities to include food and beverage operations, Racquets, Aquatics, and other Clubhouse operations. In the absence of the General Manager, the AGM will be responsible for all Club operations.

PRIMARY RESPONSIBILITIES

Member Services

- Consistent sincere and significant engagement of members, highly visible to members and staff in the dining areas of the property is of premium importance. The AGM is ultimately responsible for ensuring that all member experiences and events are well conceived and executed.
- Provide quality leadership in a positive and upbeat manner for the members, guests, and staff.
- Create and maintain a first-class service culture throughout the property.

- Address and resolve all member and guest related issues.

Associate Relations

- Oversee the recruiting, hiring and development of department personnel. Oversee ongoing training programs to ensure exceptional service in all parts of the property's food and beverage and amenity operation.
- Provide training and future development of all associates and supervisors subject to budget and approval by the General Manager. Continue to coach, guide and evaluate departmental staff.
- Ensure that a positive spirit and healthy work environment exists throughout the property, one that is free of safety risks and all forms of harassment.
- Maintain an effective communication program where associates are treated in a fair, structured and consistent manner.
- Function as an administrative liaison between departments on the property.
- Guarantee that all food and beverage associates are regularly trained and certified in areas that help guard the safety and wellbeing of our members, guests and other associates including, but not limited to responsible alcohol service, safe food handling, etc.
- Help to facilitate a team environment with high ethical standards, and one that positions Edgewood Valley to be a preferred employer of choice in the community while remaining consistent within budgeted resources.

Financial Management

- Work in tandem with the General Manager and Executive Team to prepare the annual operating and capital budgets for all food and beverage operations.
- Monitor performance relative to the established budget (both dollars and labor hours) each week/month and directs the taking of corrective action as necessary to assure that the budgeted goals are attained.
- Provide input to the General Manager regarding annual budgets, capital spending plans, fiscal controls, and operational guidelines.
- Responsible for all labor expenses in the areas the AGM manages. Ensure systems and processes are in place to manage labor expenses on a weekly basis and remain within the established budget.
- Monitor payroll records to control overtime and maintain labor costs within budgetary guidelines. Communicate and work closely with the General Manager to manage and regularly report on performance.

Personnel Management

- Display a very hands-on approach and lead the staff by example. Must be approachable to staff, members, and guests.
- Able and willing to fill in where needed (including back-of-house operations) to ensure there is no interruption of service.
- Work with the General Manager, and others, as needed to develop long-term staffing needs for area of responsibility.
- Carry out directives as requested by the General Manager in a timely manner.

- A warm personality, a sense of humor and the ability to work effectively with all levels of the diverse staff and residents.
- Work with the Executive Chef and Director of Catering & Events to develop menus, plans and pricing for catering events. Make appropriate notes following events and files information for future use.
- Work with Racquets and Pool Directors and staff to ensure operational excellence in the respective departments.

Operational Responsibilities

- Work closely with the management team to establish and promote a strong brand and value propositions for all services at Edgewood Valley Country Club.
- Research new products/services/vendors and develops an analysis of their costs/benefits.
- Keeps the General Manager informed of all potential problems and activities related to operations.
- When requested by the General Manager, participate in inventory management throughout the Dining Services department and completes a periodic china, glass and silver inventory to maintain par levels.
- Demonstrate a sharp eye for detail in the overall management of the dining services department operation.
- Work with the dining room managers and staff to create and maintain an exciting and comprehensive beverage program.
- Manage all aspects of the beverage program. Effectively plan and manage new operations, including food and beverage programs.

Required Skills

- Is a passionate leader with strong food and beverage credentials and a proven track record of providing premier level hospitality services.
- Is a proven leader who can manage his or her time and establish priorities, to which he or she is accountable to execute.
- Has a verifiable track record of successfully leading and growing a dynamic food and beverage program including controlling costs, and meeting or exceeding planned and budgeted bottom line goals and objectives.
- Has an in-depth knowledge of wine, beer, and spirits. Has a thorough knowledge of multi-dimensional à la carte dining services, training, and service standards and processes. Is a highly motivated individual who is confident in his or her abilities and yet humble in personality; a person who can share the credit with their staff for achievements made as well as take responsibility when standards are not met.
- Has a positive attitude and is professional in nature with a high degree of integrity, strong work ethic, and can handle food and beverage needs with professionalism.
- Is resilient and can deal with high pressure situations with tact and/or grace.
- Exhibits a continuous desire to improve him/herself and a track record of developing strong and upwardly successful associates and direct reports.

- Is a confident, proactive team builder who has a history of attracting, developing, and retaining high performance staff.
- Has an intuitive style resulting in a sincere and visibly engaged presence with members, guests, and staff; a truly engaging "people person."
- Has a fundamental understanding of what constitutes a "premier experience" and the proven ability to execute to that level. Familiarity with the regulatory requirements associated with providing food services.
- A 4-year college degree is preferred with a major in Hospitality, Finance, and/or Business Management.
- A professional career track record of food and beverage achievement and stability with experience in a high volume, highly respected club, resort or hotel.
- Proven leadership qualities with demonstrated ability to direct, coordinate and manage all facets of a property operation when functioning as Manager on Duty with responsibility of the food & beverage department.
- Must possess experience working with "Point-of-Sale" technology, preferably JONAS.
- Possess financial acumen to understand financials and manage budgets.
- Sound and current knowledge of human resources practices, including wage and hour laws, employment and discharge, equal opportunity employment, OSHA and the full range of associate benefits.
- Must be comfortable speaking in front of a wide variety of groups including staff and administration.
- Strong written and verbal communication skills as applied to members, guests, and staff, respectively.

Salary and Benefits

The salary is open and will commensurate with qualifications and experience. The club offers typical CMAA benefits and offers an excellent benefit, salary and bonus package.

To apply, please submit your resume and cover letter to General Manager Paul Geallis, CCM, at paul@edgewoodvalleycc.com. The Club seeks to fill the position by the end of the first quarter of the year.