

Club House Department

I. Position

Assistant General Manager (3.1)

II. Related Titles

Club House Manager; Assistant Manager; Assistant Club Manager; Assistant Club House Manager

III. Job Summary

Work closely with the General Manager. Responsible for the general operation of staff functions relating to Rooms, Housekeeping, Maintenance/Repair and Security. (Supervise the work of the directors of these departments.) Responsible for operation of all aspects of the club in the absence of the General Manager and perform specific tasks as requested by him/her.

IV. Job Tasks (Duties)

1. Manages all aspects of the club in the absence of the General Manager
2. Approves budgets, staffing and general operating procedures and other plans for the Rooms, Housekeeping, Maintenance/Repair, Food and Beverage, and Security Departments
3. Monitors the budget and directs corrective action procedures as necessary to help assure that budget goals are attained
4. Functions as an administrative link between departments
5. Monitors internal cost control procedures
6. Plans and coordinates training and professional development programs for himself/herself and club personnel
7. Assists the General Manager in developing/implementing long-range (strategic) and annual (business) plans, operating reports, forecasts and budgets
8. Monitors safety conditions and employees' conformance with safety procedures; updates emergency plans and procedures and assures that effective training for these programs is conducted in all departments
9. Maintains contact with members and helps to assure maximum member satisfaction
10. Receives and resolves complaints from club members, guests and employees
11. Assures that the club's preventive maintenance and energy management programs are in use
12. Participates in on-going facility inspections throughout the club to assure that cleanliness, safety and other standards are consistently attained.
13. Serves as an ad-hoc member of appropriate club committees
14. May serve as a departmental manager in his/her absence
15. Attends management and staff meetings as scheduled
16. Interacts with members answering questions, solving problems, overseeing services and cleanliness and showing the club facilities to visitors
17. Serves as a club representative within the community
18. Undertakes special projects as requested by the General Manager
19. Counsels with other managers and employees about employee grievances and complaints; directs problem correction where possible
20. Monitors labor: evaluates scheduled and actual labor hours and costs
21. Researches new products and develops an analysis of their costs/benefits
22. Oversees club operations on a daily basis
23. Reviews all accidents

V. Reports to

General Manager

VI. Supervises

Executive Housekeeper; Chief Engineer; Director of Security; Valet; Coat Checker