



Whitford Country Club
ASSISTANT GENERAL MANAGER
Role Responsibilities & Job Description

ROLE: Assistant General Manager

REPORTS TO: General Manager

TO APPLY

Please submit cover letter and resume to Patrick Marshalek (*General Manager*)@ pmarshalek@whitfordcc.com

ABOUT WHITFORD COUNTRY CLUB...

Exclusive, family-oriented and unique... Whitford Country Club in beautiful Chester County is looking for an experienced, professional and dynamic Assistant General Manager to join our first-class progressive team. Whitford Country Club offers a one-of-a kind family membership experience across all facilities, including 18 holes of championship golf, (8) tennis courts, (4) pickle courts, (4) platform/paddle courts, full-size and beginner swimming pools and recently renovated main Clubhouse. With a vision and focus to delivering first-class service and experiences at Whitford Country Club, the Assistant General Manager will play a vital role in carrying through the vision of the General Manager and Whitford's experienced leadership team.

Whitford Country Club boasts a membership of nearly 600 families with a large majority holding Full Sports privileges. With a ~\$7MM annual operating budget (\$2.25MM food and beverage revenues) and annual Long Range & Capital expenditures exceeding \$1MM, Whitford's commitment to our membership, Club services, our amenities and our leadership team are evident throughout all efforts.

ROLE / POSITION SUMMARY

The Assistant General Manager at Whitford Country Club is an executive leadership role and plays a crucial role in supporting the General Manager in overseeing daily operations, ensuring exceptional member experiences, and maintaining high service standards throughout all areas of the Club. This position involves a blend of administrative, operational, and member-focused responsibilities. The Assistant General Manager works collaboratively with department heads to ensure seamless club operations, assists in member relations, financial management, team leadership, event planning, facility maintenance, human resources and compliance. The role requires strong leadership, communication, and organizational skills, a service-oriented approach, and the ability to maintain high standards in a member-driven environment. The Assistant General Manager contributes to the overall strategic development of the club, ensuring its continued success and competitiveness.

ESSENTIAL RESPONSIBILITIES

- Assist in the day-to-day management of all club operations, including food and beverage, facilities, events, golf/racquets/aquatics operations and member services.
- Collaborate with department heads to ensure seamless and efficient operations.
- Implement and maintain high-quality service standards.
- Act as a liaison between club management and members - addressing concerns, inquiries, and feedback promptly and professionally.
- Develop and implement strategies to enhance member satisfaction and retention.
- Assist in budgeting and financial planning, monitoring expenses, and ensuring financial goals are met.
- Analyze financial reports and recommend cost-saving measures without compromising service quality.

- Supervise and support department heads, fostering a cohesive and motivated team environment.
- Responsible for attending various Committee Meetings on a monthly basis – in collaboration with General Manager. Each Committee to be represented by Club leadership monthly.
- Responsible for leading internal weekly “Leaders” meeting and developing a creative and dynamic approach for collaboration as a team.
- Addressing complaints and resolving general problems while escalating non-routine issues or concerns.
- Assist department leads to conduct regular training sessions to maintain service standards and ensure staff development.
- Oversee the planning and execution of club events, ensuring smooth coordination between various departments and meeting member expectations.
- Coordinate with department leads to ensure maintenance and cleanliness of the club's facilities and grounds.
- Ensure compliance with health, safety, and liquor laws / regulations.
- Implement risk management strategies and maintain necessary insurances.
- Assist in developing and implementing long-term plans and strategies to enhance Club services.
- Assisting in providing accurate monthly and annual budget submissions as/when requested.
- Working alongside Marketing/Communications to ensure that all print and electronic media like brochures, flyers, ads, sales/specials, and electronic posts are accurate, current, and posted.
- Collaborates with the General Manager at all times; responsible for operation of all aspects of the Club in the absence of the General Manager and performs specific tasks as requested by him/her.
- All other duties assigned by the General Manager.

KNOWLEDGE, SKILLS & ABILITIES

- Proven interpersonal skills; ability to work well within a team environment and under pressure, adhering to frequent deadlines and juggling multiple tasks simultaneously.
- Knowledge of word processing software; spreadsheet software; inventory software; payroll systems; and internet software.
- Ability to solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists.
- Ability to interpret a variety of instructions furnished in written, oral, diagram, or schedule form.
- Ability to calculate figures and amounts such as discounts, interest, commissions, proportions, percentages, area, circumference, and volume. Ability to apply concepts of basic algebra and geometry.
- Must be able to lift and/or move up to 50 pounds. Specific vision abilities required by this job include close vision, distance vision, peripheral vision, depth perception and ability to adjust focus.
- While performing the duties of this job, the employee is regularly required to stand; walk; use hands; reach with hands and arms and talk or hear. The employee is occasionally required to sit.
- While performing the duties of this job, the employee is occasionally exposed to outdoor conditions.

EXPERIENCE REQUIREMENTS

- Bachelor's degree in Hospitality Management, Business Administration, or a related field.
- At least 5 years of previous managerial experience in a similar setting (hospitality, Country/Private Club, or luxury service industry).
- Strong leadership, communication, and organizational skills.
- Proficiency in budgeting and financial management.
- Knowledge of club management software and Microsoft Office suite.
- Understanding of member-driven service and a dedication to maintaining high standards.

OTHER

- Whitford Country Club is an Equal Opportunity Employer
- Full conformance in relation to Club policies outlined in the Employee Handbook is required.

COMPENSATION

Competitive within the industry and commensurate with experience and qualifications.