



# WAYNESBOROUGH

## COUNTRY CLUB

### **ASSISTANT GENERAL MANAGER**

Waynesborough Country Club, located in Paoli, PA, is in search of a dynamic candidate with a proven track record of leadership and high-quality operations management experience as its Assistant General Manager. Working closely with the Club's General Manager and Food & Beverage team, the AGM's primary focus is to oversee club operations, member and team engagement, and communication.

The new AGM will ensure that the goals of both the Food & Beverage Department and the operations of the Club are being met through proactive leadership and full-scope management. The AGM will be an active thought partner with the leadership team in elevating the overall membership and staff experience through strategic and operational planning. This opportunity will prepare the successful candidate for the next stage in their career as a General Manager.

### **ABOUT WAYNESBOROUGH COUNTRY CLUB**

Established in 1965, Waynesborough Country Club (WCC) is situated on 200 picturesque acres in the heart of Chester County, Pennsylvania. The highlight of Waynesborough is its renowned 18-hole championship golf course, designed by George Fazio and extensively renovated in 2022 by Andrew Green.

The classic Chester County farmhouse-inspired clubhouse, which underwent a comprehensive renovation in December 2019, features various dining options. These include The Pub, offering casual fare, The Fireplace Lounge with stunning views of the 10th fairway and 18th green. The bar and lounge are known to attract members for informal social gatherings and club events with a panoramic view of the golf course. In addition, the clubhouse is well-equipped to host a range of small- and large-scale events.

Waynesborough offers exceptional amenities, including a two-story Tennis Pavilion that accommodates a fully equipped Tennis Shop, 10 Har-Tru tennis courts, two hard courts, six paddle courts, and paddle pavilion. The Club is currently undergoing a racquets expansion project to improve the current paddle pavilion and add five new pickleball courts to the campus. In addition, the swimming complex underwent complete renovation in 2020. It features three separate pool areas and poolside bar and grille.

Waynesborough's mission is to create a gathering place for families to forge lasting relationships and traditions through recreation and relaxation, while providing exceptional services, facilities and activities that are responsive to membership. Waynesborough has invested close to \$18 million dollars in campus improvements over the past five years and currently enjoys a 1% attrition rate and is well positioned to be the premier family country club of choice in the Main Line area for years to come.



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### **WAYNESBOROUGH COUNTRY CLUB BY THE NUMBERS:**

- Approximately \$6.3M annual dues volume
- Approximately \$3.1M F&B volume
- \$65,000 initiation fee
- Approximately \$6M gross payroll
- 170 Employees (FTE) in-season; 90 employees in off-season
- Approximately 25,500 rounds of golf per year

### **POSITION OVERVIEW**

- Accountable for overall supervision of food & beverage, catering events, and clubhouse operations.
- Able to identify and assess food and beverage operational standards, areas for growth, and develop and implement SOPs to meet the Club's needs and enhance the member experience.
- Accountable for ongoing evaluation of staff effectiveness and delivery of high-quality service.
- Identifies best practices and updates orientation, training, and training manuals as needed, as well as implementing professional development initiatives.
- Work closely with the management team and serves as a member of the Leadership Team
- Work to create an environment to become an employer of choice through hiring, retention, training, and development of staff.
- Fosters motivation, teamwork, continuous improvement, accountability, and a commitment to delivering excellent service.
- In collaboration with the GM, develops an operating budget for each of the departments and takes corrective action as necessary to help ensure that budgeted goals are attained.
- Develops a capital budget for all necessary F&B and clubhouse needs and recommend facility renovation and upkeep.
- Assures that all applicable club policies and procedures are followed.
- Provides regular communication, fostering a working relationship where all departments are working as a team upholding the Club's mission and vision statements.
- Attends all committee / board meetings as required.
- Performs any additional duties, assigned by the GM, and/or necessary to ensure the experience of the membership and their guests.

### **CANDIDATE QUALIFICATIONS**

- A minimum of 3-5 years of progressive leadership/management experience in a private club, hotel, resort, or food and beverage operation.



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- A collaborative team leader with success in developing strong teams and who can foster relationships with members, employees, and guests.
- Strong interpersonal skills and can effectively work as a leader and team member while communicating effectively both orally and in writing.
- Strong history of success and keen understanding of quality Food and Beverage operations, including revenue growth, training, innovation and creativity, and strong service culture development.
- Possesses an understanding of analyzing the Club's balance sheet and operating budget/profit and loss reports.
- Technologically proficient with a thorough understanding of best practices in the use of technology to improve 'high touch' service delivery to members and to more effectively manage and lead operations.

### **EMPLOYMENT ELIGIBILITY VERIFICATION**

In compliance with federal law, all persons hired will be required to verify identity and eligibility to work in the United States and to complete the required employment eligibility verification form upon hire.

### **EDUCATIONAL AND CERTIFICATION QUALIFICATIONS**

- A bachelor's degree is preferred with a focus on Hospitality Management.
- In lieu of the degree, substantial private club or hospitality experience will be considered.
- Industry certifications such as CCM, CCE, CMC, or PGA are encouraged but not required.

### **SALARY AND BENEFITS**

Salary is open and commensurate with qualifications and experience. The Club offers an excellent bonus and benefits package, including association membership. Salary Range: \$110,000 - \$125,000

### **INSTRUCTION TO APPLY**

Please submit your cover letter and resume to General Manager/Chief Operating Officer, Kimberly Brady, via email at [kbrady@wcc1965.org](mailto:kbrady@wcc1965.org). Please reference Assistant General Manager in the subject line.