

GIBSON ISLAND CLUB ASSISTANT MANAGER

JOB SUMMARY

The Gibson Island Club Assistant Manager understands the nuances of private club service, is committed to providing the best in class service and will provide innovative ideas, while staying true to the traditions of the Club, and will ensure a superior Member experience.

POSITION RESPONSIBILITIES

The primary duty of this position will be to assist the Club Manager in all Front of the House service experience both through ala carte and catered events. The Assistant Manager will directly supervise the entire Food and Beverage service staff along with the various dining outlets i.e., The Grill Room, Bay Bar, Rotunda Dining Room, Boat House, The Point, and Snack Bar. The Assistant Manager will actively interact with members and their guests to provide high-end customer service-oriented environment. The Assistant Manager will hire, train, and supervise staff to make sure that consistent and exceptional service levels are delivered as well as implement and monitor departmental budgets with the Club Manager. Job responsibilities for staffing include onboarding and training, coaching, performance reviews, daily supervision, daily reporting and corrective action with documentation.

DUTIES (*assists Club Manager in all daily operation activities*)

- Participates on House Committee, Culinary Committee, and Wine Committee; implements committee objectives when needed and provides feedback on questions/concerns
- Increases the level of food service quality and enhance overall member dining experiences
- Accountable for successful oversight of all social events – planning and implementation of daily restaurant service, weddings, catered events, banquets, meetings, etc...; effectively communicates and coordinates with other departments to ensure member and guest expectations are met or exceeded
- Develops new and innovative member social offerings and activities to increase participation in Club events
- Ensures banquets and special functions are set-up according to detailed plans and media equipment is tested and ready for use
- Greets members and their guests while always maintaining hospitable and friendly demeanor; becomes familiar with their preferences and needs
- Provides effective problem resolution outcomes while on duty and informs the Club Manager and Island General Manager of all resolved and potential issues
- Monitors Happy Hour promotions and the GIC Wine Programs. Assists with enhancements to beverage services to include purchasing, inventory management, and special beverage promotions; adheres to state and local alcohol laws; enhances bartending skills
- Provides excellent and accurate Reception Desk reservation services for dining, to-go services, and Cottages and Gibson House reservations
- Provides oversight and guidance to Housekeeping functions ensuring Cottages and Gibson House facilities are cleaned and prepared for guest visits
- Coordinates and prepares operating budget and manages within approved directives from the Club Manager and Island General Manager. Assures revenue and cost controls are in place and are consistently utilized. Provides management reporting and analysis from computer systems
- Creates, installs and monitors Jonas menu boards and all Jonas F and B billings; researches billing errors and interfaces with Finance Department to make adjustments
- Develops marketing communications for newsletter to promote activities and events; update and enhance food menus; meets communication deadline requests of Communications Director

- Communicates departmental goals to staff and develops employees' skills and abilities to achieve stated objectives
- Prepares and issues all front of house staff schedules in accordance to sound fundamentals and the current fiscal year payroll budget; assists with weekly payroll processing
- Holds all daily staff line up meetings
- Develops policies and standard operating procedures and creates documents (check lists) for department staff to utilize and follow
- Trains employees on policies, rules, menus, operating procedures, standards of dress, etiquette, food/beverage service standards, room and function set-ups
- Manages the employee life cycle in FOH: hiring/staffing, training, development, scheduling, approving vacation request, performance management, and disciplinary actions
- Assists in managing operations of facilities and ensure all safety, sanitation, energy management, preventative maintenance, and other standards are consistently met
- Assists in effective management of pool facilities and Snack Bar operations in the summer months
- Assists with venue and function set-up when needed

EXPERIENCE AND QUALIFICATIONS

- A minimum of 3 years of club dining and catering management experience with progressive upward promotion is required
- Candidate must have served in a previous leadership role exercising responsibility within the club industry
- Proven success with member satisfaction, process development, revenue generation, cost management, and budget preparation experience are required
- Event and dining room service experience is essential
- Outstanding written and verbal communication skills are extremely important
- Must be able to both give and follow clear direction, and work as part of a team
- Candidate should be comfortable and professional when interacting with members, as well as have the ability to properly maintain records of special events, house counts, food covers, etc.
- Must have the ability to develop and refine policies, procedures and training manuals
- Demonstrable effective and strong leadership skills are necessary, as well as previous success in developing employees and dining operations
- Exemplary computer skills such as Word, Excel, and Point-of-Sale systems are a must
- Jonas software systems experience is a plus, along with the ability to provide technical support for audio, visual, and lighting
- Established business/financial acumen as it relates to F&B operations such as preparing and adhering to operational budgets, purchasing and maintaining inventory, audit, approve and manage payroll is essential
- Good driving record to operate company vehicle and ability to pass employment drug testing
- Job will require on occasion to lift or move equipment and furniture; bending, reaching, walking, and standing required

REQUIRED COMPETENCIES

Work well under pressure, be organized, demonstrate self-motivation, possess good time management skills, and be an active problem solver. Have an energetic, enthusiastic, and professional demeanor demonstrating personal pride and attention to detail. Be able to work a flexible schedule including weekends, holidays, and nights in order to adapt to the needs of the Club, leading the staff by example. Understand the culture of a private club membership. The candidate in this position must be creative in their approach to solution development. Be especially skilled at delivering continuous process development to ensure the membership experience is constantly improved. Must demonstrate the

leadership qualities to effectively train and develop staff. Ensure staff are properly trained and possess skills needed to produce the highest quality membership service experience.

EDUCATIONAL QUALIFICATIONS

Associates or bachelor's degree required; Hospitality Management degree preferred

COMPENSATION & BENEFITS

This position is a mid-level career management position with opportunity for growth.

Compensation: commensurate with education, work experience, skills, and abilities.

Benefits: Medical, dental, vision, 401K retirement plan with generous match, paid vacation and personal/sick days, holiday gift, life insurance/accidental death benefits, and family meal.

CLUB INFORMATION

Gibson Island was purchased in 1921 by Stuart Symington for development as a private summer community where members could enjoy summer activities such as golf, sailing, swimming, and tennis. The club's initial members were mostly prominent businessmen, socialites and politicians from the Baltimore area, although members hailed from Wilmington, Philadelphia, New York, Boston and other cities. During the 1920's, Gibson Island was touted as "the Newport of the South" and continues to maintain an image of wealth and sophistication.

The Gibson Island Club takes full advantage of the Island's exquisite terrain and offers an abundance of fine amenities that set it apart from other clubs; Casual and fine dining overlooking the Chesapeake Bay, an award-winning nine-hole golf course designed by Charles Blair Macdonald, a vibrant Yacht Squadron and full-service Boat Works facility, multiple tennis courts, platform tennis, croquet, a fully equipped fitness center, large swimming pool, and so much more. A strong sense of community prevails and year-round family activities and social events offer something for people of all ages.

APPLICATION PROCESS

Interested candidates should send their resume and letter of interest to jobs@gibsonisland.com

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