

Assistant Club Manager

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Company: The Noe Pond Club

Location: Chatham

Category: other-general

The Noe Pond Club is a private family-focused club located on 35 beautiful acres in Chatham, NJ.

We are looking for a Summer Seasonal Assistant Manager.

Role Description

This is a seasonal summer (June-Aug) on-site role as Assistant Manager at The Noe Pond Club in Chatham, NJ. The Assistant Manager will be responsible for working with the Director and other Assistant Manager overseeing a team of employees, ensuring the day-to-day operation of the facility, coordinating events and activities, managing membership programs, handling finances and budgeting, and maintaining relationships with various stakeholders.

Responsibilities:

Oversee daily operations of all aspects of the Club.

Manage Assistant Managers, Department Heads, and other seasonal staff on a daily basis.

Create and maintain a first-class service culture throughout the club property.

Ability to solve practical problems and deal with a variety of concrete variables in

situations where only limited standardization exists.

Disseminate information effectively and coordinate activities between departments on a timely basis.

Confer regularly with staff to coordinate activities, assign and check work, and resolve problems.

Consistently engage members, to ensure highest-quality experience in all aspects of the Club.

Provide quality leadership in a positive and upbeat manner for the members, guests and staff.

Address and resolve all member and guest complaints and suggestions, including general service, employee attitude, maintenance, and presentation of Club operations.

Maintain an effective communication program where employees are treated in a fair, structured and consistent manner.

Organize and staff special events as needed.

Keep Management informed of potential problems and activities related to the smooth operation of the Club.

Monitor payroll records to control overtime and maintain labor costs within budgetary guidelines.

Monitor and assess product quality, satisfaction, and trends to determine if any change in programs or strategy is required.

Ensure that food handling and safety guidelines are in effect and followed.

Qualifications

Leadership and Management skills

Strong communication and interpersonal skills

Organizational and Time Management skills

Experience in Facility and Event Management

Budgeting and Financial Management skills

Customer Service skills

Attention to Detail and Problem-Solving skills

Bachelor's degree in Business, Hospitality Management, or related field

Experience in a similar role in the hospitality or country club industry is a plus

Familiarity with local community and surrounding areas

Please Note: A final and important step in our hiring process is for candidates to arrange personal reference calls with former managers and others we may choose.

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