



ASSISTANT GENERAL MANAGER PROFILE

NORTH SHORE COUNTRY CLUB

GLENVIEW, ILLINOIS

An opportunity exists for candidates with a strong background of leadership, high-end service skills and quality food and beverage operations management in private country clubs or similar type establishments. North Shore Country Club is seeking an Assistant General Manager (AGM) as the outgoing individual has recently accepted a General Manager (GM) position at a local golf club. The chosen candidate will play an essential role within a high-performing team at a club that continues to raise the bar across all operations.

THE ROLE

The AGM is expected to be the epitome of a progressive, modern, and energetic style of club leadership, representing himself/herself in an exceptionally appropriate manner at all times with each constituency of Club involvement---staff, members, guests vendors and within the greater North Shore community at large.

The AGM is the primary coordinator of food and beverage operations to include planning, budgeting, hiring, training, measuring, and driving the energetic and cohesive culture built amongst all associates. The successful candidate will continue the momentum of an increasingly successful beverage program focused on developing wine programming, menus, and offerings. In addition to food and beverage, the AGM oversees the Clubhouse Manager and individuals managing locker room facilities, front desk, aquatics, valet. The AGM reports to the GM and works closely with the Catering Manager, Executive Chef, Communications, Building Engineer as well as golf and non-golf departments and their managers.

The AGM has a strong and highly visible and respectful presence with the membership, he/she must be an exceptional communicator and have personal interactive skills and the maturity to instinctively know how to make members and guests feel that they are known and appreciated. Further, he/she must be able to work cohesively with their constituents to communicate similar expectations to staff with diverse backgrounds and motivate them to execute to those expectations.

The AGM must be energetic, outgoing, genuine, personable, and possess the necessary emotional intelligence for the job. He/she will be sincerely engaged with the membership regularly. Visibility, along with the genuine enjoyment of building member relationships and being in an active and social environment, are critical attributes.

The AGM must be highly proficient in their time management skills with a keen focus on proper planning for upcoming seasonal changes. The membership at North Shore is exceptionally social and active. Driving engagement and utilization of dining outlets and social events amongst the various groups of members are key

'drivers' to the overall success of the Club. The AGM must be intuitively engaged and in tune with this very family-centric environment.

ABOUT NORTH SHORE

North Shore Country Club is ideally located twenty miles north of downtown Chicago in Glenview. Home to over forty-five thousand residents, the Village of Glenview is easily accessible by several major highways and railways. Located within and just beyond the Village's borders are numerous highly rated private and public schools. Additionally, North Shore Country Club...

- Is "the" premier family country club in the north Chicago area. North Shore is a family-centric club with top tier programs for its members and guests, as well as a large family pool complex.
- Enjoys a solid Legacy membership base that upholds decades of tradition and core values, integrated into the social fabric of the Chicago north shore.
- Enjoys a variety of sports as athletics are at the membership core. Golf is the Club's primary "gem," but very active paddle, tennis and swim teams (highly competitive for the past many years) are part of the fabric of the Club.
- Recently completed extensive capital improvements to its clubhouse facilities and golf course. Long-term facilities master plan was approved in 2015 with significant renovation/restoration work to the clubhouse and golf course as part of that approval. The clubhouse is done and has been very well received by the members, and its timeless contemporary styling and multiple use venues provide numerous member and guest options. The golf course work began in June 2017 and was reopened nearly a year later to raving reviews. With the success of the recent capital improvements, the membership is enthused and is very proud of their Club as evident by the increase in the membership roster and utilization.
- Benefits from the greater north shore area of Chicago and particularly those areas from which the vast majority of North Shore Country Club members reside are vibrant and continue to provide for strong membership support and interest.

NORTH SHORE BY THE NUMBERS

- Members: 467 total members, including 300 Regular (Full) Members
- Annual Gross Volume: \$ 8.42M
- Annual Dues Volume: \$ 3.31M
- Annual Food & Beverage Volume: \$3.16M*, 57% A la Carte / 43% Private Functions and Club Events
- 18 holes of championship-caliber golf, 6 clay tennis courts, 4 platform tennis courts, men's & women's locker room facilities, 1 aquatic area with corresponding locker room facilities.
- 4 multi-functional private event spaces, 1 family-friendly casual dining facility, 1 upscale dining facility, 2 seasonal outdoor dining terraces, 1 pool-side dining facility, 2 seasonal ancillary quick-serve outlets

**Food & Beverage volume has experienced an increase of nearly 30% over the past two years.*

POSITION PERFORMANCE METRICS

- Membership satisfaction
- Financial performance vs. operating budget
- Employee performance evaluations
- Supporting a cohesive management team relationship

QUALIFICATIONS / EXPERIENCE

- An energetic and passionate leader with a robust general club operational understanding with strong food and beverage credentials. Beverage operations, specifically wine programming, is preferred.
- Excellent knowledge of multi-dimensional ala carte dining service coupled with catering and club event know how.
- A well-proven track record of providing high quality, personalized service in a hospitality or membership constituency setting, and a personality that is commensurately appropriate to the North Shore Country Club culture.
- An intuitively employ a “yes” service model mentality
- A confident, proactive team builder who has a history of attracting, developing, and retaining a high-performance staff.
- An intuitive, highly visible style of leadership, resulting in a sincere and evidently engaged presence with members, guests, and staff; a genuine people person.
- Verifiable history of successfully working through change in an organization.
- A record of developing upwardly successful associates and direct reports.

OTHER TRAITS, SKILLS, AND COMPETENCIES

- Strong management skills with verifiable strengths in self-starting leadership, financial performance, and people skills.
- The ability to consistently define and achieve goals and objectives — critical benchmarking and financial metrics that lead to proactive responses to trending curves.
- Proven and verifiable leadership qualities with demonstrated ability to direct, coordinate, and control all facets of an active food and beverage operation with revenues exceeding \$3M.
- Strong communication and facilitation skills with a desire and ability to interact effectively before diverse constituencies of members, staff, vendors, and others who are part of the success of the team’s success.
- Hard worker, not afraid to “get hands dirty,” and lead by example.

EDUCATION

- A Bachelor’s Degree from a four-year university or college is highly desirable, preferably in Hospitality Management.
- In pursuit of the Certified Club Manager (CCM) is desirable.

SALARY

Open and commensurate with qualifications and experience. The Club, along with the typical CMAA benefits, offers an annual performance bonus and benefits package.

HOW TO APPLY

Submit your professional resume along with a brief cover letter to:

Kyle M. Ruch, CCM
General Manager
North Shore Country Club
kruch@north-shorecc.org