

The Pittsburgh Golf Club

Assistant General Manager

Position Description



The Pittsburgh Golf Club

Position Summary

The Assistant General Manager is a key member of the Club's executive leadership team and serves as the General Manager's principal partner in the leadership, management, and strategic direction of The Pittsburgh Golf Club. This position provides executive oversight of all Food & Beverage operations while supporting the Club's overall operations, member experience, financial performance, and long-term strategic initiatives.

Working in close partnership with the General Manager, Board of Governors, and Club Committees, the Assistant General Manager helps cultivate a culture of hospitality, operational excellence, accountability, and continuous improvement. This leader is expected to build exceptional relationships with members and employees, develop future leaders, and help position The Pittsburgh Golf Club as one of the region's premier private clubs.

Reports To

General Manager / Chief Operating Officer

Position Philosophy

The Assistant General Manager leads with integrity, humility, accountability, and a genuine passion for hospitality. Every decision should support the Club's mission, enhance the member experience, strengthen the team, and advance the long-term vision of The Pittsburgh Golf Club. This leader sets the standard through visibility, professionalism, collaboration, and an unwavering commitment to excellence.

Primary Responsibilities

Executive Leadership

- Serve as the General Manager's trusted partner in the leadership, management, and strategic direction of The Pittsburgh Golf Club.
- Provide executive leadership for the Club's daily operations, ensuring exceptional hospitality, operational excellence, and collaboration across all departments.
- Act on behalf of the General Manager during periods of absence, providing leadership continuity while upholding the Club's standards of service, professionalism, and member engagement.

- Foster a culture of accountability, teamwork, innovation, and continuous improvement by empowering department leaders and promoting cross-functional collaboration.
- Partner with the General Manager and senior leadership team to develop and execute the Club's Strategic Plan and key organizational initiatives.
- Maintain a visible and approachable presence throughout the Club, building trusted relationships with members, guests, employees, committees, and the Board while reinforcing the Club's mission, vision, and values.

Food & Beverage Leadership

- Provide strategic and operational leadership for all Food & Beverage operations, including The Grill, Café, Poolside Café, Sunset Terrace, Pittsburgh Room, Main Floor dining and events, Boardroom, Lattice Room, banquet operations, catering services, weddings, private events, and Club social programming.
- Direct the daily operation of all dining venues, bars, patios, banquet facilities, private dining areas, poolside dining, and special events while ensuring exceptional hospitality, operational consistency, and attention to detail.
- Partner with the Executive Chef to develop innovative menus, seasonal offerings, culinary programming, and dining experiences that reflect member preferences while honoring the traditions and culture of The Pittsburgh Golf Club.
- Collaborate with the General Manager to develop and implement a comprehensive Food & Beverage training program incorporating structured onboarding, hands-on instruction, shadowing, coaching, performance evaluations, and ongoing professional development.
- Lead the continued enhancement of the Club's dining experiences through creative programming, competitive offerings, and innovative service concepts that increase member engagement and utilization.
- Grow and enhance the Club's wine program and Wine Club through educational events, curated wine dinners, member tastings, and thoughtfully designed beverage experiences.
- Develop and manage annual Food & Beverage operating budgets while maintaining accountability for food and beverage costs, labor, purchasing, inventory, pricing strategies, and revenue performance.
- Utilize member and employee feedback, operational metrics, and industry best practices to continually improve dining operations, service standards, and overall performance.
- Ensure the flawless execution of member dining, tournaments, weddings, holiday celebrations, private events, and signature Club functions through exceptional planning, communication, and leadership.
- Partner with the General Manager and Facilities Director to ensure all member-facing dining venues, banquet facilities, patios, locker rooms, fitness amenities, and pool areas consistently reflect the quality, presentation, and hospitality standards of The Pittsburgh Golf Club.

Hospitality & Member Experience

- Champion the Club's hospitality philosophy by creating an environment where every interaction reflects professionalism, warmth, personalization, and genuine care for members and guests.
- Lead the development, implementation, and continuous refinement of the Club's Creating Truly Memorable Experiences (CTME) philosophy, service standards, and hospitality training across all clubhouse operations.
- Build meaningful relationships with members and guests by maintaining a visible presence throughout the Club, learning member preferences, anticipating needs, and consistently delivering personalized experiences.
- Partner with department leaders to ensure hospitality standards are consistently delivered across every member touchpoint, fostering a seamless and welcoming experience throughout the Club.
- Respond promptly and professionally to member feedback, concerns, and opportunities, viewing every interaction as a chance to strengthen relationships and continuously improve the member experience.
- Promote a culture where every employee understands that hospitality extends beyond service by taking ownership, exceeding expectations, and creating memorable experiences for members and guests.

Events & Member Programming

- Provide leadership, direction, and support to the Event Manager while fostering a collaborative, creative, and highly organized team dedicated to delivering exceptional member experiences.
- Oversee the planning, coordination, and execution of all member events, weddings, holiday celebrations, family programming, entertainment, wine dinners, Wine Club events, private functions, and other signature Club experiences.
- Partner with the General Manager and Club committees to develop innovative programming that strengthens member engagement, enhances Club traditions, and creates meaningful opportunities for members and families to connect.
- Ensure every event reflects the Club's standards of hospitality through exceptional planning, flawless execution, and meticulous attention to detail.
- Develop annual event calendars, operating budgets, pricing strategies, and performance goals that maximize participation, member satisfaction, and financial performance.
- Evaluate programming through member feedback, participation trends, and financial results to identify opportunities for innovation, growth, and continuous improvement.

Financial Leadership & Stewardship

- Partner with the General Manager, Controller, and department leaders in developing annual operating budgets, business plans, financial forecasts, and departmental objectives that support the Club's strategic vision.
- Monitor and analyze departmental performance through key financial and operational metrics, including revenue, labor productivity, food and beverage costs, purchasing, inventory controls, pricing strategies, and profitability.

- Evaluate financial and operational results, identify trends, and implement strategies that improve efficiency, maximize revenues, control expenses, and enhance the overall member experience.
- Develop accurate operating forecasts and proactively identify opportunities and risks to support informed decision-making and long-term financial sustainability.
- Establish and maintain effective purchasing procedures, inventory controls, internal controls, and financial reporting practices that promote accountability, accuracy, and operational excellence.
- Partner with the General Manager in evaluating capital improvement projects, vendor relationships, contract negotiations, and long-range capital planning that support the Club's facilities and future growth.
- Prepare and present financial reports, operational updates, and performance recommendations to the General Manager, Finance Committee, House Committee, Board of Governors, and other committees, as appropriate.

Leadership & People Development

- Partner with the General Manager to recruit, develop, and retain exceptional talent while building a high-performing team committed to hospitality, collaboration, accountability, and operational excellence.
- Foster an employer-of-choice culture by investing in employee engagement, leadership development, recognition, and career growth, creating an environment where talented professionals are inspired to build long-term careers.
- Lead comprehensive onboarding, orientation, training, and professional development programs that reinforce the Club's culture, hospitality philosophy, service standards, and commitment to excellence.
- Coach, mentor, and empower managers through regular performance feedback, evaluations, and succession planning initiatives that prepare future leaders and strengthen the Club's leadership team.
- Promote open communication and collaboration by conducting regular leadership meetings, departmental training, and team development initiatives that align employees around shared goals and service expectations.
- Support managers in employee relations, performance management, conflict resolution, and disciplinary matters while fostering a respectful, inclusive, and accountable workplace.
- Lead by example through visibility, integrity, humility, professionalism, and servant leadership while cultivating a culture built on trust, accountability, and continuous improvement.

Strategic Planning, Club Governance, and Innovation

- Partner with the General Manager in the development, implementation, and execution of the Club's Strategic Plan, ensuring operational priorities align with the long-term vision and goals of The Pittsburgh Golf Club.
- Identify opportunities to improve operations, enhance hospitality, leverage technology, and implement industry best practices that strengthen the Club's performance and member experience.

- Assist in the planning and execution of capital improvement projects, facility enhancements, and renovation initiatives while maintaining operational continuity and exceptional service throughout each phase of implementation.
- Serve as a management liaison to the House Committee, Food & Beverage Committee, Membership Committee, and other committees as assigned, providing operational insight, recommendations, and support for Club initiatives.
- Prepare and present reports, operational updates, and strategic recommendations to the General Manager, Board of Governors, and Club committees while fostering open communication and informed decision-making.
- Utilize financial performance, operational data, member feedback, and industry benchmarking to identify trends, evaluate opportunities, and support continuous improvement throughout the Club.
- Represent The Pittsburgh Golf Club with professionalism and integrity while serving as an ambassador of the Club's mission, vision, values, and culture in all interactions with members, employees, committees, industry peers, and community partners.
- Complete additional strategic initiatives and special projects as assigned by the General Manager in support of the Club's evolving priorities and long-term success.

Facility and Club Standards

- Partner with the General Manager and Facilities Director to ensure all member-facing facilities consistently reflect the standards, traditions, and hospitality expected at The Pittsburgh Golf Club.
- Maintain the highest standards of cleanliness, presentation, organization, and operational readiness throughout all dining venues, banquet facilities, patios, poolside dining, locker rooms, fitness amenities, and other member gathering spaces.
- Collaborate with the Facilities Director, Executive Chef, Racquets Director, Aquatics Manager, Event Manager, and other department leaders to ensure a seamless, first-class member experience throughout the Club.
- Conduct regular inspections of clubhouse facilities, Food & Beverage outlets, event spaces, and other member-facing areas to proactively identify maintenance needs, cleanliness concerns, operational deficiencies, and opportunities for continuous improvement.
- Partner in the planning and execution of facility enhancements, preventative maintenance initiatives, and capital improvement projects while minimizing operational disruptions and maintaining an exceptional member experience.
- Ensure all furnishings, equipment, décor, signage, and member-facing amenities consistently reflect the quality, appearance, and attention to detail expected of a premier private club.
- Foster a culture of ownership by encouraging every employee to take pride in the appearance, cleanliness, maintenance, and presentation of the Club while holding managers accountable for the condition of their respective areas.

Safety, Compliance & Risk Management

- Partner with the General Manager and Facilities Director to foster a culture of safety, preparedness, and accountability that protects members, guests, employees, and Club assets.
- Ensure compliance with all Club policies, operating standards, and applicable federal, state, and local laws governing Food & Beverage, hospitality, and clubhouse operations.
- Promote workplace safety by ensuring employees receive ongoing training in emergency response procedures, sanitation standards, responsible alcohol service, and safe operating practices.
- Oversee accident reporting, incident investigations, and corrective action plans while implementing preventative measures that reduce operational risk and strengthen workplace safety.
- Assist the General Manager in evaluating operational risks and recommending improvements to Club policies, Standard Operating Procedures, and risk management practices.
- Partner with the Facilities Director to support preventative maintenance programs, life safety systems, emergency preparedness, and operational readiness while minimizing disruptions to the member experience.
- Ensure all Food & Beverage operations consistently meet health department regulations, sanitation standards, responsible alcohol service requirements, and Club policies.
- Lead by example by promoting a culture where safety, professionalism, accountability, and operational excellence are shared responsibilities throughout the organization.

Qualifications

The Pittsburgh Golf Club seeks a highly visible, relationship-driven hospitality professional with a passion for creating exceptional member experiences, developing future leaders, and helping shape the long-term success of one of the country's historic private clubs.

Education & Professional Experience

- Bachelor's degree in Hospitality Management, Business Administration, or a related field preferred.
- Minimum of seven years of progressively responsible leadership experience within a premier private club, luxury resort, hotel, or hospitality organization, including at least three years in a senior management role.
- Demonstrated success leading multiple departments while delivering exceptional hospitality, operational excellence, and financial performance.
- Extensive Food & Beverage leadership experience, including fine dining, banquet operations, private events, catering, beverage management, and hospitality programming.
- Strong understanding of private club governance, Board and committee relations, strategic planning, capital planning, and long-range operational management.

- Proven experience developing operating budgets, forecasting revenues and expenses, analyzing financial performance, and achieving departmental financial objectives.
- Demonstrated ability to recruit, mentor, coach, and retain exceptional employees while fostering a culture of accountability, collaboration, and continuous improvement.
- Experience leading organizational change, operational improvements, and capital projects while preserving the traditions and culture of a distinguished private club.
- Proficiency with Microsoft Office Suite and familiarity with private club management systems, point-of-sale platforms, accounting software, and scheduling applications.

Professional Certifications

The following qualifications are preferred:

- Certified Club Manager (CCM) designation or active pursuit of the designation.
- Active membership in the Club Management Association of America (CMAA).
- ServSafe Manager Certification.
- Commitment to continuing education through CMAA conferences, workshops, chapter meetings, and professional development opportunities.
- Additional hospitality, leadership, wine, or beverage certifications are encouraged.

Leadership Competencies & Measures of Success

The successful candidate will demonstrate:

- A genuine passion for hospitality and creating memorable member experiences.
- Executive presence with a visible, approachable, and relationship-driven leadership style.
- Strong financial and business acumen supported by sound judgment and strategic decision-making.
- Outstanding communication, interpersonal, relationship-building, and conflict-resolution skills.
- The ability to recruit, develop, mentor, and inspire high-performing teams while building future leaders.
- Strong organizational, analytical, project management, and problem-solving abilities.
- Emotional intelligence, professionalism, integrity, humility, and a commitment to servant leadership.
- Knowledge of clubhouse operations, Food & Beverage, facilities, racquets, aquatics, recreation, and member programming.
- A commitment to operational excellence, continuous improvement, innovation, and lifelong professional growth.

Success in this role will be demonstrated through:

- Exceptional member and guest satisfaction.
- Outstanding Food & Beverage financial performance.

- Successful execution of Club events, tournaments, weddings, and member programming.
- Employee engagement, professional development, and retention.
- Strong budget performance, labor productivity, and operational efficiency.
- Effective collaboration across departments, committees, and the Board.
- Successful implementation of strategic initiatives and continuous operational improvement.

Physical Requirements

- Maintain a visible presence throughout the Club by standing, walking, and actively engaging with members, guests, and employees during daily operations and Club events.
- Occasionally lift and move items weighing up to 40 pounds.
- Work a flexible schedule, including evenings, weekends, holidays, and special events, as necessary to meet the operational needs of the Club.
- Perform effectively in both indoor and outdoor environments under varying weather conditions while responding appropriately during emergency situations and maintaining awareness of workplace safety standards.

Why Join The Pittsburgh Golf Club?

The Pittsburgh Golf Club offers a rare opportunity to join the leadership team of one of the nation's most historic and respected private clubs. Rich in tradition and focused on the future, the Club is committed to delivering exceptional hospitality, investing in its facilities, developing its people, and creating meaningful experiences for generations of members and families.

As Assistant General Manager, you will work alongside the General Manager, Board of Governors, and an experienced leadership team while helping shape the future of the Club. From leading the outstanding Food & Beverage operations to participating in strategic planning, capital improvements, governance, and leadership development, this role offers the opportunity to make a lasting impact on the organization.

For the right candidate, this is more than an Assistant General Manager position. It is an opportunity to grow as an executive leader, influence the future of an exceptional Club, and prepare for the next step in a distinguished career in private club management.

Please submit your résumé and cover letter to:

Kurt Martin
General Manager/COO
kmartin@thepittsburghgolfclub.com