GREEN BAY
COUNTRY CLUB

ASSISTANT GENERAL MANAGER
JOB DESCRIPTION

Department: Administration and Food & Beverage
Reports to: GM/COO
Supervises: Food & Beverage, Administration, Sports Center and Golf
Employment Status: Full-Time, Exempt

Position Summary:

The Assistant General Manager (AGM) is a key member of the leadership team responsible for supporting the General Manager/COO in the oversight of daily Club operations. This highly visible position provides leadership for the Food & Beverage department and helps ensure exceptional service, operational excellence, and a positive member experience across both the Club's Main Clubhouse, Golf and Sports Center.

The AGM works closely with department leaders to coordinate operations, support strategic initiatives, and maintain high standards throughout the Club. This position serves as a liaison between departments, committees, the Board of Directors, and the General Manager/COO, and assumes responsibility for Club operations in the General Manager/COO's absence. The role is well-suited for a hospitality professional seeking broad exposure to club management and future advancement opportunities.

Key Responsibilities:

Leadership & Team Development

- Provide leadership and oversight of clubhouse operations in partnership with the General Manager/COO.
- Lead, coach, and develop department managers and their teams while fostering a positive, accountable, and service-focused culture.
- Communicate clear expectations, provide ongoing feedback, and support employee growth and development.
- Maintain a visible presence throughout the Club and build strong relationships with members and staff.

Clubhouse & Food and Beverage Operations

- Lead and oversee the Food & Beverage operation, including dining, beverage, banquet, and event services.

- Ensure exceptional service standards and a consistently positive member experience across the Main Clubhouse and Sports Center.
- Work closely with culinary and service leadership to maintain effective communication, operational efficiency, and consistent execution.
- Oversee club communications, member programming, and social activities in collaboration with department leaders.
- Serve as an administrative link between departments, promoting collaboration and operational effectiveness.

Member Experience

- Interact regularly with members and guests to build relationships, address concerns, and ensure a welcoming Club environment.
- Respond to member feedback with professionalism and a commitment to continuous improvement.
- Support membership recruitment, engagement, and retention initiatives.
- Serve as staff liaison to assigned committees and attend Board and committee meetings as appropriate.

Facilities & Project Management

- Oversee the Main Clubhouse and Sports Center facilities with a focus on maintenance, safety, cleanliness, appearance, and day to day readiness.
- Work with the facilities team and outside vendors to identify needs, set priorities, and coordinate repairs and improvements.
- Manage assigned capital projects and facility improvements from planning through completion, including scope, schedule, budget, vendor coordination, and communication.
- Regularly inspect Club facilities, follow through on identified issues, and coordinate work to minimize disruption to members and Club operations.

Financial & Administrative Leadership

- Assist with budgeting, forecasting, and departmental planning.
- Monitor labor, purchasing, inventory, and operating expenses.
- Support strategic initiatives and operational objectives through data-driven decision-making.
- Assume responsibility for Club operations in the absence of the General Manager/COO.

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Qualifications:

- Bachelor's degree in hospitality management preferred.
- Minimum of 5 years of progressive leadership experience in a hospitality setting.
- CMAA continuing education and progress toward CCM designation preferred
- Proven experience managing private club food and beverage operations, including restaurants, bars, kitchens, and catering.
- Strong interpersonal and communication skills, both written and verbal.
- Sound judgment and decision-making abilities.
- Detail-oriented with excellent time management and organizational skills.
- Experience in staff training and professional development.
- Demonstrated career longevity and commitment in the private club industry.
- Effective leadership and financial acumen.
- Deep understanding of membership sales, programming, and event development.
- Highly visible and engaged with members, delivering exceptional service.
- Creative with strong personal taste and attention to detail.
- Strong administrative and organizational skills.
- A coach and motivator who builds and supports high-performing teams.
- Career-minded individual seeking growth and future leadership opportunities.

Physical Demands and Work Environment:

- Must be able to stand and walk for extended periods during events and peak service times.
- Ability to lift, carry, and move items up to 50 pounds, including event supplies and banquet equipment.
- Comfortable working in a fast-paced, dynamic environment with frequent interruptions and shifting priorities.
- Flexibility to work evenings, weekends, and holidays for event coverage and club operations.
- Exposure to varying indoor and outdoor conditions depending on event location.
- Requires regular interaction with members, guests, and staff in a professional and courteous manner.

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Salary and Benefits

- Medical, Dental, and Vision Insurance
- Life Insurance
- Short-Term & Long-Term Disability Insurance
- Health Savings Account (HSA)
- Retirement Plan
- Paid Time Off
- Paid Sick Time
- Paid Holidays
- Employee Assistance Program (EAP)
- Professional Development Opportunities
- Golf Privileges in Accordance with Club Policy
- Employee Discounts
- Salary commensurate with experience

Please forward Cover Letter and Resume to:

Jerry Geiger
General Manager, Chief Operating Officer
Green Bay Country Club
jgeiger@greenbaycc.org
or
2400 Klondike Road
Green Bay, WI 54311

Americans with Disabilities Act (ADA) Statement:
Green Bay Country Club is committed to providing equal employment opportunities to qualified individuals with disabilities. We comply with the ADA and will provide reasonable accommodations to qualified individuals with disabilities to perform the essential functions of the job.

If you need assistance or accommodation due to a disability in the application process or during your employment, please let us know. You may contact the HR Department at hr@greenbaycc.org to discuss your needs.

Please indicate below whether you will require any accommodations to participate in the application process:

- ☐ Yes, I will require accommodations
- ☐ No, I do not require accommodations