

Assistant General Manager

The Plantation
Ponte Vedra Beach, FL

Club Information

Established in 1986, The Plantation is the only private community in Northeast Florida where your home purchase provides privileges to an array of amenities from our highly regarded Arnold Palmer golf course to a private beach club with a large pool and expansive deck overlooking the Atlantic Ocean, a tennis center with 7 har-tru courts, 35,000 square foot Plantation Clubhouse House with formal and informal dining, numerous banquet facilities as well as locker rooms and a state of the art fitness center all of which are surrounded by meticulously manicured grounds.

Beginning in 2015, The Plantation will embark on an aggressive Facilities Improvement Plan the will double the size of the Beach property facilities, revitalize the golf course and incorporate and new amenity park next to the tennis center. This is response to the growing number of families joining the club and the overall changing demographics. Total gross revenues approach \$9 million.

Direct Reports; Plantation Clubhouse Manager, Beach House Club Manager, Executive Chef, Director of Tennis, Catering Manager and Fitness director.

Job Summary

The Assistant General Manager will be a dynamic, visible and accessible leader for the staff and members alike. He/She will be responsible for all clubhouse operations to include Food and Beverage operations, Locker rooms, Housekeeping, Maintenance, Fitness, Aquatics and Tennis. The Assistant General Manager will "set the pace" as an example to all employees. Will be proactive, not reactive and have a very high degree of integrity. Potential candidates will be among the best in the industry and possess all the requisite skills, leadership qualities and personal traits suited for a premier private club. A friendly, outgoing personality is a must as a strong working knowledge of first class food and beverage service and management. The goal of the staff is to provide members with excellent service on a consistent basis; ensure member recognition in order to promote maximum satisfaction of the membership.

Major Areas of Focus

1. Hiring, Development, Training and Motivation of Staff
 - Management of Club's training program / Orientation program
 - Recruit, hire and train the best in class professionals to execute a flawless member experience
 - Enhance and further install a culture where all staff are committed to consistently doing better every day and that encourages creativity and passion for the work that they perform
 - Always be a visible and accessible presence to the employees
 - Establish Club's International and US Internship program
 - Leading the employee recognition program
 - Development of Management staff (Direct reports)
 - Conduct daily, weekly and monthly service meetings to reinforce Plantation standards
2. Banquets / Entertainment
 - Maximize all selling opportunities on inside & outside banquets
 - Timely response to all requests from potential functions
 - Complete & accurate banquet information for weekly staff meeting
 - Attend all Entertainment committee meetings and plan yearly schedule in January
 - Continually communicate all changes in banquets to management staff
 - Market special events to members and outside clients
3. Financial / Marketing
 - Prepare and adhere to Food, Beverage, Clubhouse, Pool and Pool Snack bar annual budgets
 - Insure that all member billing and banquet billing is timely and accurate
 - Continually be aggressive on cost controls(Beverage, Food, Payroll, Paper & Chemicals)
 - Emphases both immediate and long-term fiscal leadership
 - Market member dining, guest rooms, lockers, wine lockers, banquets and other services

4. Clubhouse Maintenance & Operations
 - Cleanliness & condition of both Clubhouses, Fitness, Tennis, Pool and Halfway House facilities and grounds.
 - Proactively schedule seasonal & yearly maintenance
 - Develop and coordinates yearly capital schedule for all related departments and leads the process through approval, procurement and implementation
 - Oversee locker room operations
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5. Organization & time Management
 - Always work in an organized manner
 - Portion time for administrative tasks and operations
 - Must be available and visible to members and staff
6. Committees & Policy
 - Will attend all relevant committee meetings – House, Pool, Marketing, Finance, Human Resource, Entertainment and Tennis
 - Assist all Committee chairs with minutes, schedules, projects, etc.
 - Develop and execute policies and procedures for all relevant departments

Job Qualifications & Experience

Have a fundamental understanding of what constituted a “premier Club Experience” and proven ability to execute to that level

Verifiable track record of successfully leading and growing dynamic operations including building revenues, controlling costs and meeting or exceeding budgeted goals and objectives

Strong management skills with verifiable strengths in “self – starting” leadership, financial performance, and “people” skills. Someone who acts with urgency yet maintains a calming presence.

An undergraduate degree from a Hospitality College is required. Upward movement in the hospitality industry is a must, with a proven track record of increased responsibility. A minimum of 5 years of experience in hospitality management.

Compensation

Compensation will reflect the experience of the qualified candidate. \$70,000 - \$85,000 base compensation with an annual performance bonus.

Employee benefits include: health, life, and dental insurance. 401(K), paid vacation and sick pay

Interested Professionals are encouraged to submit resumes and cover letter to:

Tom Rice, Human Resources Director
trice@theplantationpv.com
904-543-7531