

CANDIDATE PROFILE

Assistant General Manager
Richmond County Country Club
Staten Island, NY 10304

www.richmondcountyycc.org

Video Profile Feature



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Organization

Mission Statement

As the only private golf and country club in the five boroughs, Richmond County Country Club strives to be a special oasis in the city, providing excellent service and facilities for the golfing, dining, social, and recreational activities of its members, their families, and guests.

Vision Statement

Richmond County Country Club members enjoy the ultimate golf and country club experience; grounded in traditions and responsive to today's lifestyles.

Richmond County Country Club (RCCC) located on Staten Island in New York City seeks a dynamic, motivated country club professional to provide visible and hands-on leadership to assist the General Manager in managing all areas of the Club, primarily with food, beverage, and Clubhouse operations. Founded in 1888, RCCC has a storied history. Combined with a strong membership, excellent facilities, financial stability, and a well-respected management team, RCCC presents a great opportunity for the right candidate

For more than a century, Richmond County Country Club has provided an upscale escape from the city for its members and their families. Located in the heart of Staten Island, Richmond County Country Club boasts first-class amenities, exquisite dining, and picturesque views of the Island and Harbor. It remains a distinguished landmark of pride as one of two of the oldest country clubs in the entire country. A recent influx of new members and major capital improvements over the past few years have resulted in significant increases in member participation in events, and food and beverage. These changes, among other positive trends, have positioned the Club for a major opportunity for growth.

The Club features two clubhouses one mile apart from each other, an 18-hole golf course with approximately 17,500 rounds played annually, golf practice facilities, eight Har-Tru tennis courts, a summer youth program, three bocce courts, and an aquatic facility with an outside patio and Snack Bar. The 50,000-square-foot Main clubhouse and the 15,000-square-foot Golf were recently extensively renovated and both feature updated dining and social areas for Members. The evolution to become a full-service family club is also underway.

The golf course continues to be the crown jewel of RCCC and it has matured into one of the finest courses in the metro NY region. Redesigns through the years have served to solidify RCCC's legacy while honoring the vision and essence of the original architectural design. The HunterMedal, American golf's oldest continuously awarded stroke play medal, remains an active part of the Club's golfing tradition.

Annual gross revenues are \$11.8 million. Food and beverage sales total \$3.5 million, of which 37% is generated from private events. There are approximately 200 employees at the height of the season with staff housing provided for sixteen employees.

In season, the Club is open for members seven days per week and hosts golf outings on Mondays and some Thursdays. While days and hours of operations vary by season, the Club is generally closed for a la carte dinner on Monday, Tuesday, and Sunday nights. During the winter, the Club closes for approximately four weeks. The Catering operation is responsible for over \$2m in total revenue and the club would like to see continued growth in this department.

Revenues & Statistics

Age 135 Years (1888)
Total Revenue \$11,800,000
Food Sales \$2,500,000
Beverage Sales \$980,000
Dues Revenue \$5,400,000
Staff 200 Employees (Height of Season)
Annual Dues \$22,500 including charges and fees

[Please control click here for a short video.](#)

Position Overview

The Assistant General Manager (AGM) position will help the GM manage the complex nature of a busy two-Clubhouse Club operation with an emphasis on F&B and Clubhouse leadership. This position will allow the Club to continue improving the overall member experience. The AGM's duties are detailed in the position descriptions and organizational charts. RCCC experiences extremely high Member engagement and desires a roster of unique and consistent services, particularly in the Clubhouses and food and beverage venues.

The Club is seeking an initiative-taking, personable **team player** with a proven track record in food and beverage; Clubhouse management, leadership, and strong people skills. The successful candidate will work closely with the GM, Catering Director, Restaurant Manager, Controller Executive Chef, Operations Manager, and staff to ensure the overall success of the member experience. **The individual must be highly visible with a hands-on style and readily accessible to the membership and staff.**

Initial responsibilities will include the development and supervision of Clubhouse best practices, active F&B standardization and participation, beverage department leadership and management, budget preparation; and over time, total operations of the two clubhouses. The AGM will be responsible for the development of the Clubhouse staff beginning with hiring and continuing with training and coaching. The AGM should have experience in hiring staff and can put their efforts to organized, efficient use to benefit the Club. Strong knowledge of service techniques, menu planning, food and beverage trends, and wines are required. Knowledge of facilities management is helpful but not required. As the AGM's tenure at RCCC increases, the Club intends to allow the responsibilities of the position to grow.

While technical skills will of course be important, the candidate's interpersonal and sensory skills will be more important. Diplomacy, finesse, and polish will be required to improve upon the Club's service levels and ensure proper ambiance throughout a variety of diverse situations.

The AGM will report to the GM and will be responsible for the synergism of club activities under the direction of the GM. He/She will be the General Manager's bridge to the staff. He/She will prepare such special reports as may be requested by the General Manager or Committees and will report back on the effectiveness of the club's policies, operations, and new programs. The AGM will be responsible for the operation of all aspects of the Club in the absence of the General Manager and perform specific tasks as requested by him.

Job Tasks (Duties)

- Directly oversee all F&B activities.
- Directly oversee Clubhouse operations for both Clubhouses.
- Ensures proper staffing and schedules in all venues and departments.
- Directly responsible for the Club's point of sale system and the training of staff to properly utilize the system.
- Oversees monthly food, beverage, and supply inventories to ensure all merchandise is being properly purchased and accounted for.
- Maintains records of all activities and oversees billing to be sure it is entered into the accounting system properly. Responsible for the monitoring of all sales reports to recognize trends and concerns.
- Consults daily with the Executive Chef to ensure the highest level of membership satisfaction at minimum cost.
- Plans and coordinates training and professional development programs for himself/herself and Club personnel.
- Conducts training and other meetings with department staff, especially with regard to cross-departmental coordination and operations.
- Approves budgets, staffing and general operating procedures, and other plans for Housekeeping/Maintenance/Repair, Operations, Food, and Beverage, Catering, and Locker Departments; directs the work of department heads. Monitors the budget and directs corrective action procedures as necessary to help assure that budget goals are attained.
- Monitors internal cost control procedures.
- Monitors labor: evaluates scheduled and actual labor hours and costs.
- Helps to develop new Club events and creative ways of marketing them.
- Works with Golf, Greens, Pool, Operations, and Tennis Departments to make sure everyone is aware of special events and collaboration is maximized.
- Functions as an administrative link between departments.
- Monitors safety conditions and employees' conformance with safety procedures; updates emergency plans and procedures and assures that effective training for these programs is conducted in all departments.
- Interacts with members answering questions, solving problems, overseeing services and cleanliness to assure maximum member satisfaction.
- Receives and resolves complaints from Club members, guests, and employees.
- Participates in daily facility walkabouts throughout the club to assure cleanliness, maintenance, safety, and other standards are consistently attained.
- Serves as an ad-hoc member of appropriate club committees.
- Attends management and staff meetings as scheduled.
- Undertakes special projects as requested by the General Manager.
- Counsels with other managers and employees about employee grievances and complaints; directs problem correction where possible. Reports grievances to HR as required.
- Research new products and develop an analysis of their costs and benefits.
- Oversees club operations daily.
- Ensures that all legal and HR requirements are consistently followed.
- May perform clubhouse opening and closing duties; including those related to security.
- Monitors employee dress codes and member dress codes as applicable.
- Manages all aspects of the club in the absence of the General Manager

Requirements

- College graduate, Hospitality Degree preferred; in lieu of a degree, substantial private club experience will be considered.
- Knowledge of the private club industry, involving a minimum of seven years in supervisory positions involving both the front- and back-of-the-house operations.
- A Certified Club Manager (CCM) designation or working towards would be considered a plus.
- A career path marked with stability and professional achievement.
- A person of exceptional character; motivated, energetic, friendly, and dedicated to the profession.
- The ability to operate a computer to enter, retrieve or modify data utilizing Microsoft Word, Excel, Outlook, PowerPoint, email, ADP, internet, and other software programs at a high level of proficiency.
- Impeccable and verifiable references. All candidates will be subject to a thorough background check.

Competitive Compensation & Benefits

- Competitive compensation/salary to the marketplace Great Healthcare and Medical coverage
- Short-Term Disability & Long-term Disability.
- Paid time off and work/life balance Participation in the Club's 401k plan
- Professional dues, educational allowance expenses, and other expenses in accordance with the annual budget
Relocation assistance (if from outside the area)

To be considered for this outstanding opportunity all cover letters and resumes should be received as quickly as possible but no later than September 18, 2023. All information received will be kept in the strictness of confidence. This position is available immediately.

Professionals who meet or exceed the established criteria are encouraged to send a compelling cover letter addressed to Ara Gaglian, General Manager / COO outlining their qualifications, experience, interests, and why Richmond County Country Club and State Island, NY will be beneficial for you, your family, and your career along with their resume to:



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Principal and Search Consultant



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