The Century Club of Syracuse

Title: Assistant Manager
Department: Management
FLSA Status: Salary
Reports to: General Manager

POSITION DESCRIPTION:
This position is primarily required to manage the day-to-day front of house operation. This is a hands-on leadership position. The successful candidate will lead, monitor and develop the delivery team to provide the highest level of service and satisfaction to Members and Guests. The Assistant Manager is heavily involved with the development, reservation and execution of Member and Club sponsored events.

DUTIES & RESPONSIBILITY:

- Required to have a strong attention to detail with the ability to oversee the entire operation
- Identifies, Recommends, Develops and Implements processes that will ensure members have an exceptional experience when attending the Club.
- Create a welcoming, professional and friendly environment for the Club and beyond
- Interview and Engage service staff
- Review and develop employee performance, presentation and behaviors
- Develop ongoing training plans and activities
- Acts as a leader, role model and mentor to service staff
- Identify and target areas in which the Club can improve operations
- Anticipate or respond and resolve member concerns
- Available to help assist our membership and their guests in any way possible
- Complete beverage inventory
- Assume responsibility for beverage cost performance
- Marketing and training for all products to the bar and wait staff
- Oversee the purchasing of all liquor and wine supplies and ensures items are available on timely basis
- Encourages booking of Private Member events, assisting with menu suggestions, service details and event planning

- Ensure menus are current and up to date (breakfast, lunch, dinner, event), online and on-site.
- Create special event promotions, food/beverage/décor
- Attend committee meetings as required, contributing when necessary or appropriate
- Maintain social media and website materials to be current, creative and appropriate
- Maintain Point of Sale System

BENEFITS:

- Great medical and health benefits
- Competitive Salary commensurate with experience
- Individual IRA with qualified Employer match
- Cell phone allowance
- Laptop computer
- PTO & Vacation
- Flexible hourly schedule
- Bonuses and incentives
- Paid membership and participation in CMAA Chapter and National events, seminars, conferences and educational opportunities

QUALIFICATIONS:

- Formal Hospitality training and education: College degree preferred
- Minimum two years' experience in a Club/Hotel/Resort or Restaurant setting
- Basic supervisory skills and experience
- Event management experience preferred
- Evidence of career progression and achievements
- Strong communication and presentation skills
- Food and Beverage Industry knowledge and awareness
- Open availability for a variety of shifts and days

Email Applications to Gordon Clarkson, gordon@centuryclubofsyracuse.com.