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EXECUTIVE SEARCH SERVICES FOR THE PRIVATE CLUB AND HOSPITALITY INDUSTRY

Candidate Profile

Assistant General Manager
Orienta Beach Club
Mamaroneck, NY 10543
www.orientabeachclub.com

Organization

Established in 1924, the Orienta Beach Club is a non-profit, member-owned private Tennis, Swim, and Beach Club located in Mamaroneck, NY in the desirable Westchester County and is less than 20 miles from New York City. The Orienta Beach Club is multi-generational, traditional, family-oriented, and considered a wonderful home-away-from-home destination with its beautiful Main Clubhouse with year-round dining, a magnificent outdoor dining terrace, and grounds all with breathtaking views of Long Island Sound. The name “Orienta Point” was given by a resident who was so charmed by the spectacular splendor of the rising sun.

Members of the Club enjoy a multitude of amenities:

There are 10 professionally maintained Har-Tru tennis courts and the Club hosts a very dynamic competitive and social tennis program for men and women and one of the strongest junior programs in the area. There is also a newly renovated Platform Tennis Complex that is comprised of four heated and lighted courts that play in all weather conditions.

The OBC features pristine sandy beaches along Long Island Sound and additionally features three swimming pools overlooking the beaches. The heated eight-lane, pool and separate Dive Pool host adult swimmers as well as the OBC competitive Swim and Dive Teams and there is a wading pool for the children.

Family is an important mainstay at the OBC, and the Club’s Junior Programs offer members children a safe, fun, and supportive environment for educational instruction in sailing, swimming, diving, and tennis and its very own ice-skating rink for the winter months. There is also a Children’s Day Camp that is dedicated to providing memorable experiences.

The Orienta Beach Club has boating programs which include the Junior Sailing program, Moorings for members’ boats, kayaks, and paddleboards.

At the OBC, members expect a superior level of service coupled with evolving menus and new flavors to delight members and guests. The Main Clubhouse includes a ballroom that can accommodate 250 and a bar/restaurant that seats 100. Food service is also available on a large outdoor patio that seats 100 and an inside sun porch that can accommodate 75. The Club also has two additional buildings: a winter clubhouse which supports Food and Beverage in the winter months for the ice rink as well as banquets and catering, and a two-story pavilion with a full-service kitchen used as a snack bar by day and a beachfront party location at night for member dining, events, and parties. Above the pavilion is a bar with an outdoor patio with extraordinary views of Long Island Sound.

The annual average gross revenue for the Club exceeds $6.2m. There are 450 members. The Club's Food and Beverage revenues exceed $1.7m and are expected to go higher. The Club restaurants are generally open four nights a week, except in the height of the season, when some Food and Beverage outlets are open seven days per week. The Club is closed in February.

Please control click below for a short video.

https://youtu.be/nnMcIOpoZFM

Position Overview

The successful Assistant General Manager (AGM) will need to be a visible, hands-on, and accessible leader to both the members and staff alike. The AGM will guide all front-of-the-house operations with a focus on delivering exceptional member services in support of the priorities established by the General Manager. This position requires a high degree of grace, visibility, and a strong eye for personalized service, which is critical for all team members to emulate. The Assistant General Manager should sincerely engage with all members and their guests.

The Assistant General Manager's duties include but are not limited to:

- A passion to deliver superior services and events to the membership.
- A full understanding of front- and back-of-the-house operations with a proven reputation for Food and Beverage excellence.
- Thorough knowledge of food, beverage, and labor costs on how they relate to P&l, budget, forecasting, etc.
- The ability to recruit and develop a stable seasonal team.
- Responsible for accurate booking, developing, and managing banquets (ex. Weddings and Bar Mitzvahs) as well as Club events
- Executing the established vision adopted by the General Manager and Board and improving the member experience on an ongoing basis.
- Providing proactive, high-quality leadership, and a positive image for the Orienta Beach Club.
- The ability to lead with empathy, to be a “creator” rather than a “reactor.”
- The development and execution of all standards and operating policies, which will be the foundation of a true service culture. The Club believes that great service is in paying attention to the small details.
- The ability to establish and maintain effective working relationships with all staff.
- Recruiting, hiring, scheduling, and training staff to support the ongoing operations of the Club. In-depth knowledge of leadership, coaching, and support techniques.
- Personally conducts training and pre-meal meetings.
- Controls proper beverage inventories for purchases.
- Promotes and expands the wine list, beverage cocktail programs, and creative daily drink specials.
- Overseeing the clubhouse staffing and scheduling. Enforcing service standards, housekeeping standards, dress codes, and evaluating personnel.
- Responsible for the management of employee housing and staff quarters.
- Providing hands-on, visible presence, and operational leadership throughout all Club departments.
- Initiating directly and through department managers the emphasis on a member-first service culture that ensures, tradition, and member patronage and maximizes the use of the Club’s facilities.

Attributes and Responsibilities

- An outgoing and friendly personality with a high potential to identify with and embrace the Club’s culture and traditions.
- Leadership skills with the ability to motivate staff with a commitment to quality and excellence.
- Highly energetic; a self-starter with a hands-on approach to management.
- Excellent communication skills at all levels.
- A strong sense of service with proven staff development and training skills.
- An ability to function in a committee-oriented environment; to respond to the ideas and energies of the Club’s Standing Committees. The ability to deal with a variety of personalities.
- An ability to remain calm under pressure, execute events smoothly, and resolve conflicts or complaints.
- Possesses a good sense of humor and an ability to have fun.
- Has strong organizational and time management skills; identifying the details necessary to consistently achieve high levels of quality, satisfaction, and outstanding member experiences.
- Has a professional appearance and demeanor and expects the same from his or her staff.
- A hands-on leader who will get things done quietly while engaging with all constituencies, including children.

- Highly motivated professional who is passionate and who enjoys full member engagement.

Requirements

- Bachelor's Degree in Hotel/Restaurant Management, business, or a related field and experience that provides the required skills and knowledge.
- Three- to five-year minimum experience as a Director of Food and Beverage, Assistant General Manager, or Clubhouse Manager in a similar position at a private club or within a hospitality environment.
- A career path marked by stability and professional achievement.
- A person of exceptional character; motivated, energetic, friendly, and dedicated to the profession.
- A friendly and outgoing personality with strong communication skills and high visibility.
- The professional will be a lifelong learner continuing research and understanding industry trends.
- Experience with a POS (Point of Sale) system. Experience with Jonas Systems would be a plus but not required.
- Excellent verbal and written skills.
- The ability to operate a computer to enter, retrieve or modify data utilizing Microsoft Word, Excel, Outlook, PowerPoint, email, Zoom, 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 commensurate with experience and an annual performance bonus and benefits package commensurate with qualifications and experience.
- Medical insurance and Paid Vacation.
- Participation in the Club's 401(k) plan with Club match.
- Professional dues, educational allowance expenses, and other standard perks.
- Great work environment and quality of life. The work week is usually Wednesday through Sunday working most Holidays. The Club is closed for February, and much quieter in the shoulder months.

To be considered for this outstanding opportunity all cover letters and resumes should be received as quickly as possible. All information received will be kept in the strictness confidence.

Professionals who meet or exceed the established criteria are encouraged to send a compelling cover letter addressed to Mark Sheehan, CCM, CCE, General Manager outlining their qualifications, experience, interests, and why the Orienta Beach Club and Westchester County will be beneficial for you, your family, and your career along with their resume to:

GSI Executive Search
Manny Gugliuzza, CCM, CCE
Principal and Search Consultant
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This position is available immediately.