



Assistant Manager Job Posting

Baltusrol Golf Club presents a unique opportunity for a highly qualified individual to become a part of the history and tradition of a legendary club as an Assistant Manager.

Baltusrol Golf Club, synonymous with championship golf, sits on 500+ acres, at the base of Baltusrol Mountain in northern New Jersey, only a stone's throw from New York City. With a rich heritage that dates back to 1895, Baltusrol is considered one of the country's premier golf clubs. Its two championship courses, the Lower and Upper, have played distinguished roles on the national stage since their creation by Golden Age architect A.W. Tillinghast. Together, the courses have hosted 17 major championships, including seven U.S. Opens and two PGA Championships.

Golf has been played on Baltusrol grounds for twelve decades. First on a rudimentary nine-hole course, then on the "Old Course" of 1895, and now on the Lower and Upper Courses, designed and built by A.W. Tillinghast between 1918 and 1922.

Today, both the Lower and Upper are ranked in the Top 100 Courses in America by all three major golf publications, *Golf Digest*, *Golfweek* and *Golf Magazine*.

www.baltusrol.org

Brief Job Description

In this role, you will be responsible for overseeing facets of food and beverage operations while ensuring a positive, energized culture for our employees to thrive, and make memorable experiences for every member. You will report directly to the Assistant General Manager and will train, educate, and support service staff and fellow managers.

The Assistant Manager, as a strong and highly visible presence with the membership, must be an exceptional communicator, have excellent personal interactive skills, and have the maturity to know how to make members and guests feel that they are consistently being taken care of. Further, he/she must be able to communicate these expectations to a diverse staff and positively motivate them to understand and execute to those expectations.

Key Attributes

The successful Assistant Manager will demonstrate:

- Effective team building and leadership skills.
- Ability to engage members through thoughtful attention to detail.
- Extensive F&B knowledge and wine program experience.
- Strong planning and administrative skills.
- Excellent communication skills.
- Confidence to remain calm and make sound decisions in dynamic situations.
- Ability to adapt to and enhance the Baltusrol experience.

Primary Responsibilities

- Develop and embrace a positive, professional, and energized culture for the employees that puts special emphasis on member engagement and memorable experiences.
- Assist in the preparation and implementation of training programs for incoming employees. Utilize daily coaching and follow up training to create a desirable environment for employees and members.
- Maintain positive member engagement through high visibility, name recognition, and attentive hospitality.
- Assist in interviewing, hiring, training, coaching, and developing staff. Recruit and retain top talent that fits our brand and culture.
- Assist with implementing policies and procedures throughout the clubhouse.
- Regularly greet members by name and ensure consistent and exceptional Baltusrol service.
- Assist with the continuous development of Baltusrol F&B training and procedures manual.
- Ensure that Baltusrol's Mission and Vision, Three Truths, and Strategic Pillars are being upheld.
- Assist in inventory management and cost control through purchasing, receiving, organizing, and proper utilization of product.

Candidate Qualifications

- Is a passionate leader with strong F & B background and a proven track record of providing exceptional hospitality services, with a personality that fits the Baltusrol brand.
- Is a proven food and beverage leader who can manage their time and establish priorities to which they are accountable.
- Has an in-depth knowledge of wine, beer, and spirits. Has a thorough knowledge of multi-dimensional *à la carte* dining services, training, and service standards.
- Has a positive attitude and is consummate professional, strong work ethic, and can handle a fast paced, high energy environment and membership.
- Strong verbal and written communications skills. Comfortable speaking in front of a wide variety of groups. Communication with members, guests, and visibility are important attributes of the incoming Assistant Manager.

Educational and Certifications requirements

A college degree is preferred with a major in Hospitality and/or Business Management or an equivalent combination of related education and experience.

Salary and other Benefits:

- Competitive pay
- CMAA Membership and continuing education programs
- Medical, dental and vision coverage
- Paid Time Off
- Matching 401(k)

Please send resumes to Phil Wheeler at pwheeler@baltusrol.org