



## Assistant Manager

Redding Country Club

Redding, CT

[www.reddingcc.com](http://www.reddingcc.com)

### Overview

The Redding Country Club, fondly known as *The Little Club in the Country*, is looking to add a motivated, reliable, personable leader to its accomplished and dedicated management team.

RCC is nestled atop the hills in beautiful Redding, CT. We are a family oriented club that is renowned as much for our friendly atmosphere as for our amenities and breathtaking vistas. The Club features a Rees Jones designed 18-hole championship golf course, a clubhouse for member and guest dining or banquets including a recently renovated Club Room and outdoor bar and dining venue, 4 har-tru tennis courts, paddle tennis facilities, and an aquatics center. Our main focus is providing our members and their guests a premier club experience and the highest standard of service.

### Position Summary

The Assistant Manager will work closely with the Food & Beverage Manager and General Manager to ensure the general operation of staff functions is held to the highest standard. The AM is responsible for all operations of non-golf or tennis related functions in the absence of the GM. There is a strong focus on staff development including hiring, onboarding, training, and continuous training of the front of the house service staff. The position works closely with the Event Coordinator and assists in the planning, organizing, and execution of events when necessary.

#### **1. MEMBER EXPERIENCE**

- a. Will keep the member experience as the top priority
- b. Consults with General Manager, Executive Chef, F&B Manager, Event Coordinator, and other department heads to assure the highest level of member satisfaction
- c. Addresses Member and Guest complaints and advises General Manager about appropriate corrective actions
- d. Develops interesting ways of promoting Club functions



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## **2. SERVICE**

- a. Supervises service staff to help ensure proper service standards are being followed
- b. Maintain visibility during meal and event periods to greet Members and Guests and assist staff when needed
- c. Ensure staff is adhering to all criteria regarding grooming, uniform requirements, and other standards as outlined in the Employee Handbook
- d. Ensure that all sidework is complete and all cleaning of equipment and storage areas is completed according to schedule

## **3. STAFF DEVELOPMENT**

- a. Exhibit exceptional leadership traits and always act as a role model for all employees
- b. In conjunction with the F&B Manager:
  - i. Hire, onboard, train, and develop continuous training programs for front of the house service staff
  - ii. Maintain necessary staffing levels within departmental budget
  - iii. Develop standard operating procedures to help assure that bars and dining rooms are setup and operated efficiently
  - iv. Plan and coordinate training and professional development programs for club personnel and himself/herself
  - v. Intervenes with conflict resolution among staff members
  - vi. Enforces Club policies and provides support, coaching, and guidance to staff through continuous communication and annual performance reviews where applicable. Conducts disciplinary actions when necessary.
- c. Maintain personnel records

## **4. ADMINISTRATIVE**

- a. Manages all aspects of the club in the absence of the GM
  - i. Oversee club operations on a daily basis with a focus on Food & Beverage
- b. Assists the GM in developing/implementing strategic and annual plans, operating reports, forecasts and budgets
- c. Monitors the budget and directs corrective action procedures as necessary to help ensure budget goals are attained

## **5. FACILITIES**

- a. Proactively coordinate with Facilities Maintenance to address areas of need
- b. Continuous attention to other opportunities for cost savings or areas in need of efficiency improvement around the Club
- c. Makes recommendations regarding necessary capital expenditures and special maintenance/repair improvements



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### Qualifications

- Positive attitude, team focused, goal oriented
- Experience with private clubs, upscale dining establishments, or hospitality settings.
- Dedicated to continued education and career growth
- Proficient in Microsoft Office Suite (Word, Excel, Outlook), POS Systems (JONAS preferred)

### Salary & Benefits

Salary is commensurate with qualifications and experience. Redding Country Club offers an excellent benefits package including medical, dental, vision, retirement, CMAA membership and education allowance, and qualification for the RCC Employee Scholarship Fund.

Professionals that meet or exceed the established criteria are encouraged to send a current resume to Tim Seifert, General Manager, Redding Country Club. Send to:

Tim Seifert, CCM  
[tseifert@reddingcc.com](mailto:tseifert@reddingcc.com)  
203.938.0849