



ASSISTANT GENERAL MANAGER

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STRATEGIC CLUB SOLUTIONS

EVANSTON GOLF CLUB

Founded in 1898, Evanston Golf Club is a private, member-owned club located in Skokie, Illinois, with a long history on the North Shore. The Club is a founding member of the Western Golf Association and is built around a Donald Ross-designed 18-hole course that completed a full restoration in 2025. Beyond golf, the Club offers year-round programming across racquets, aquatics, dining, and social events, with a culture that is family-friendly, diverse, and member-engaged.

www.evanstongolfclub.org





ASSISTANT GENERAL MANAGER

The Assistant General Manager (AGM) at Evanston Golf Club is a newly created leadership role responsible for overseeing the day-to-day operational functions of the clubhouse and its member-facing departments. The AGM serves as a key administrative link across departments, ensuring consistent service delivery, staff accountability, and operational standards throughout the property.

The AGM will assume primary oversight of Food & Beverage, Aquatics, Racquets, Housekeeping, and Clubhouse operations. This role is suited to a detail-oriented operator who works effectively behind the scenes, supports an established management team, and brings both structural discipline and service sensibility to a complex, multi-outlet environment.

Reports to: General Manager

Direct Reports: Gun Club Manager, Director of Food and Beverage, Director of Racquets, Director of Aquatics, Locker Room Managers, and Clubhouse Manager



KEY OBJECTIVES:

Daily Club Operations

The AGM is the primary operational lead across all assigned departments, responsible for maintaining consistent standards and ensuring the property functions at a high level day to day. In partnership with the General Manager, the AGM provides the operational infrastructure that allows the club to deliver a reliable member experience across all facilities and outlets.

- Oversee daily operations across Food & Beverage, Aquatics, Racquets, Housekeeping, Clubhouse, Locker Rooms, and Gun Club
- Conduct regular facility inspections to ensure cleanliness, presentation, and maintenance standards are consistently met
- Monitor labor scheduling, departmental budgets, and cost control across all areas of responsibility
- Coordinate with the Building Engineer on preventive maintenance and facilities upkeep
- Manage seasonal operational planning, including Gun Club (November through March) and Aquatics programming
- Partner with the GM on planning and execution of capital improvement projects totaling approximately \$11M
- Serve as acting General Manager in the GM's absence, ensuring operational continuity

Member Engagement

The AGM maintains visible, professional engagement with the membership and supports a service environment where member satisfaction is consistently prioritized. This includes proactive presence across facilities and a structured approach to addressing concerns in partnership with the GM and department managers.

- Maintain regular, professional visibility across member-facing areas, including dining, aquatics, racquets, and social events
- Receive and resolve member complaints and concerns in a timely and service-oriented manner
- Support the development and execution of member programs and social events across all outlets
- Monitor service quality and identify recurring gaps that affect the member experience
- Partner with the GM to ensure member communications and expectations are managed consistently
- Serve as an informed resource for members on club facilities, programs, and operations

Team Support and Development

The AGM plays a central role in building a more structured, accountable management environment across departments. Working in close partnership with the General Manager, the AGM supports department heads and frontline staff through direct coaching, consistent feedback, and coordinated professional development.

- Provide direct day-to-day support and oversight to all AGM-level direct reports across assigned departments
- Identify training needs and implement or coordinate staff development programs in collaboration with the GM
- Establish accountability systems and operational routines that support consistent performance across departments



- Work alongside established department managers to reinforce service and operational standards
- Support a proactive management culture that addresses issues before they escalate
- Participate in hiring, onboarding, and performance management processes across assigned departments

First-Year Priorities

To be successful in the first year, key priorities include:

- Build working relationships with department managers, with particular attention to the F&B Manager and their existing team dynamics
- Identify and address the most visible service and housekeeping deficiencies impacting member experience
- Establish consistent staff training and accountability frameworks across F&B and Housekeeping
- Develop familiarity with Jonas club management software and all member-facing technology platforms

Competencies and Qualifications

The successful candidate will demonstrate:

- Minimum five years of progressive management experience in private club, hotel, or upscale hospitality operations
- Demonstrated knowledge of food and beverage operations, including service standards, staffing, and cost control
- Experience managing multi-department or multi-outlet environments with layered staff structures
- Proven ability to supervise and develop staff at multiple levels
- Track record of maintaining consistent operational standards across physical facilities
- Competence in budget monitoring, labor management, and financial reporting
- Effective written and verbal communication skills across member, staff, and board audiences
- Familiarity with Jonas club management software or comparable platforms
- Experience supporting or participating in capital improvement planning or facility renovation projects

Compensation and Benefits

- Salary compensation is commensurate with experience, plus a performance bonus.
- Comprehensive benefits package, including health, dental, and vision benefits and PTO.

Please do not contact the Club directly regarding this opportunity. Interested and qualified applicants should submit their resume in confidence to Rob Schlingmann, CCM, CCE, CAM at Strategic Club Solutions: Rob@strategicclubsolutions.com.



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