PGCC

Assistant General Manager

THE PENINSULA GOLF & COUNTRY CLUB

Department: Clubhouse and Outside Services

Reports To: General Manager

Status: Full-time, Salaried, Exempt (Executive)

Salary Range: $175,000 – $200,000 per year

Directly Supervises: Food & Beverage Manager, Front Desk, Clubhouse Staff, Housekeeping, Facilities, Aquatics and Wellness staff.

Position Overview

The Assistant General Manager runs all clubhouse operations and food service outlets on the Club's campus, leading Food & Beverage, banquets and events, facilities and housekeeping, Aquatics and Wellness, and the front of house. Additionally, this role supports and collaborates with the Directors of Agronomy, Racquets, and Golf. The role serves as acting General Manager when the GM is absent.

This is a developmental position. The Club seeks a candidate with a private club background who has shown interest in and progressive development in club management, having managed line staff and then supervisors, and who is eager to grow into a broader club leadership role.

Essential Duties and Responsibilities

Leadership and Culture

- Lead, coach, and hold accountable managers, coordinators, and staff; stay visible with members and employees and build a culture of teamwork and respect.
- Develop a training curriculum, including food and wine education, with the management team; require lesson plans and tested benchmark levels of development from supervisors and line staff; assess progress at set intervals, report results to the GM, and hold managers accountable.
- Complete an individual development plan with the GM, with milestones (e.g., wine education, CCM progress) reviewed at set intervals.
- Develop continuing educational programming and team building for line staff and directors.
- Recruit, hire, train, schedule, and evaluate staff; manage performance and discipline in partnership with HR.
- Serve as acting General Manager in the GM's absence. Terminations, policy changes, and unbudgeted expenditures above approved limits require approval from the General Manager or Board President.
- Oversee workplace safety, emergency plans, and accident reporting with HR; enforce dress codes, Club policies, and by-laws, and advise the GM on policy updates.

Operations

- Food & Beverage and Events: Manage the Food & Beverage management team and oversee all dining, bar, banquet, and event operations; approve menu pricing and beverage programs within budget guidelines; plan the annual events calendar with member committees and the Director of Events.
- Aquatics, Wellness, and Front of House: Oversee pool operations (lifeguard staffing, water quality, chemical handling), fitness and wellness facilities and programming, and front desk service standards.
- Facilities and Housekeeping: Direct cleaning, maintenance, event setup, and the appearance of the clubhouse and related buildings; manage repair, remodel, and capital projects with contractors and vendors.
- Compliance: Maintain all clubhouse licenses and permits and ensure compliance with California health, pool, and alcohol service laws. Ensure all licenses and permits are current and posted in a common area as required.

Financial Management

- Help develop and monitor annual operating and capital budgets for clubhouse departments with the CFO and General Manager.

- Track revenue, labor, cost of goods, and KPIs; review scheduled versus actual labor and approve payroll; take corrective action to meet budget.
- Enforce POS, purchasing, inventory, and revenue controls; recommend staffing and organization changes to the GM.

Member Relations and Other

- Resolve member and guest feedback promptly; serve as staff liaison to the Club Life Committee and attend Board and committee meetings as needed.
- Perform opening and closing duties; stay current on industry trends and recommend new programming and tools; perform other duties assigned by the GM.

Minimum Qualifications

- 6 years of progressive food and beverage management experience, including 4 years supervising full-time, part-time, and seasonal staff, with a proven career progression in club management.
- Private club background, having managed line staff and then supervisors.
- Proven multi-department leadership across F&B, events, and front of house, including budgeting, labor and cost control, and KPI analysis.
- California Food Protection Manager Certification (e.g., ServSafe Manager), Responsible Beverage Service (RBS), and CPR/First Aid certification, or ability to obtain within 60 days of hire.

Preferred Qualifications

- High-end hospitality experience; knowledge of club governance and membership dynamics.
- Bachelor's or associate degree in hospitality management, business, or a related field, or equivalent experience.
- Repair, remodel, or capital project experience.
- Certified Pool Operator (CPO) certification is a plus.
- CMAA membership; CCM or CCE designation, or progress toward one.
- Wine education with defined milestones to be achieved during employment (e.g., Court of Master Sommeliers or WSET levels).

Knowledge, Skills, and Abilities

- Strong knowledge of food, beverage, and wine, and of à la carte and banquet service standards.
- Passion for the culture of food and wine, and the ability to teach and inspire staff.
- Working knowledge of California wage-and-hour, health and safety, and employment requirements.
- Proficiency with POS and Jonas club management systems and Microsoft Office.
- Excellent communication, emotional intelligence, and conflict resolution skills; able to work independently in a fast-paced, member-driven environment.

Physical Requirements

With or without reasonable accommodation, the role requires the ability to:

- Stand and walk for extended periods; climb stairs and use a ladder; bend, kneel, and reach; lift, push, or pull up to 50 pounds.
- Work in kitchens, event spaces, pool, and outdoor areas with exposure to heat, sun, noise, and pool chemicals.
- Work evenings, weekends, holidays, and extended hours as business needs require.

Additional Information and Acknowledgment

This description is not an all-inclusive list of duties and may change at the GM's discretion. Employment is at will and may be ended by either party at any time, with or without cause or notice; this description is not a contract. The Peninsula Golf & Country Club is an equal opportunity employer and does not discriminate on the basis of any characteristic protected by federal, state, or local law, and will provide reasonable accommodation to qualified individuals with disabilities.

How to Apply

Interested candidates should apply no later than January 31, 2027.

- Write a cover letter to the PGCC Search Committee on how your experience fits the role and the Club's priorities, why you want this role at this stage of your career, and your interest in the Peninsula.
- Save files as "Last Name, First Name - Resume" and "Last Name, First Name - Cover Letter - PGCC" (Word or PDF).
- Email your résumé and cover letter, in that order, to Michael Hartigan at gm@thepgcc.org. Questions and confidential inquiries are welcome.