



TWIN MILLS
CLUB

ASSISTANT CLUB MANAGER OPPORTUNITY

The Twin Mills Club is located in the Lake Norman area of North Carolina and is the private Member Club that acts as the centerpiece to the Trilogy® Lake Norman residential community. The Club includes dining options for all times of the day; indoor and outdoor pools; an Outfitter space complete with kayaks, bikes, and other outdoor gear; Pickleball and tennis courts; access to a fleet of boats at nearby Lake Norman; and much, much more.

The feature restaurant, The Foundry, and the Twin Mills Events Center are open to the public and available for dining reservations and private event bookings. The remainder of the Club amenities are reserved for Members and their guests.

Assistant Club Manager, Food and Beverage

The Assistant Club Manager works in conjunction with the Club General Manager and is directly responsible for the overall smooth operation of the club with a particular focus on the Food and Beverage department. This position reports to the Club General Manager

This role manages restaurants, banquet, culinary demos, wine programs, private dining, and more. The AGM position is not a desk job, although there certainly is some of that. The successful candidate will work the restaurant floor ensuring timely and great service. They will supervise culinary through the Executive Chef. They will supervise the restaurant manager, floor supervisors, and banquet staff. They will build a successful banquet business and lead our wine program. And they will train the staff to our high standards.

They serve as Manager on Duty when the Club General Manager is not available.

We believe in rewarding successful staff, and our managers routinely achieve a 20% bonus!

Key Responsibilities:

Involved in key development initiatives directly relating to the clubhouse and restaurant plans. Establish goals and processes for measuring sales, revenue, new projects, and business development.

- Provide strategic intelligence to partners and clients regarding all F&B initiatives including, but not limited to, vision, business planning, capital expansion, branding, menu/restaurant

and clubhouse design, and the creative and conceptual development of new F&B experiences.

- Ensure a consistent set of superior standards of food service and quality are meeting or exceeding employee and guest expectations at all facilities.
- Maintain effective communication between all members regarding F&B operations, safety, and employee concerns. Model motivation to inspire all team members.
- Coordinate with F&B Manager and Club General Manager to create budget and goals for measuring sales, revenue, new projects, and business development.
- Monitor the performance of F&B operations to determine whether strategies require adjustment to positively impact revenues and cost controls.
- Maintain effective communication between all members regarding F&B operations, safety, and employee concerns. Model motivation to inspire all team members.
- Oversee cost of goods, labor, and general expenses of F&B operations.
- Create operational reports as requested.
- Other duties and responsibilities may be assigned.

MINIMUM REQUIREMENTS / QUALIFICATIONS / SKILLS:

- Bachelor's degree preferred, or the equivalent combination of education and professional experience. **Six to ten years' experience in a hospitality field is required.**
- Five years' experience supervising a team of managers or another supervisory role required.
- Computer literate with working knowledge of Microsoft Office, including Excel.
- Knowledge of restaurant database software a plus.
- Ability to understand and implement dining standards.
- Knowledgeable about financial forecasting and budgets with ability to create and maintain effective financial accountability to the company and ownership.
- Ability to read, analyze, and interpret periodicals specific to the food service industry.
- Ability to understand the standardized recipe format.
- Ability to solve problems quickly, write regular reports, order guidelines, production and clean-up guides.
- Ability to write reports, business correspondence, and procedure manuals.
- Must have strategic planning, change management, problem-solving, decision-making, delegation, time management, and employee development skills.
- Must have excellent written and verbal communication skills, with an ability to respond to the needs and requests of staff members and guests.

- Must be able to consistently achieve high work standards; attention to detail, accuracy, and timeliness.
- Must demonstrate initiative and make independent decisions, based on sound judgment.
- Must be able to pay attention to multiple details and be comfortable working in a fast paced environment where continuous improvement is expected.
- This position requires a flexible schedule to include evenings and weekends, and may require minimal travel.

Compensation: Very competitive and includes a 20% bonus program.

Benefits: A robust benefits program is offered including wellness, generous paid time off, and health and dental insurance among other programs.

To apply please send a cover letter and resume to memberservices@twinmillsclub.com

For more information on the Club, please go to <https://www.mytrilogylife.com/lakenorman/>

For more information on the Management Company please go to <https://www.bluestargolf.com/join-our-team/>





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