



## **Assistant General Manager**

*The Woman's Athletic Club of Chicago is a private club for women nestled in the heart of downtown Chicago. Established in 1898, the WAC was the first athletic club for women in America. "Created by ladies, for ladies", it elected Mrs. Philip D. Armour as its first president, and the prestigious membership included the wives of many prominent Chicagoans, including names like McCormick, Ryerson and Swift. For well over 100 years, the WAC has been identified with graciousness and elegance – an oasis in the heart of the city for its membership.*

*In 1929, the Club found its current location and hired renowned architect Philip B. Maher to design a building specifically to its member needs. An architectural treasure, the Clubhouse was awarded Landmark status in 1991.*

*The interior of the Club reflects the early 20th century Beaux-Arts and Art Deco design. From the stunning Ballroom to the elegant Silver Room to the welcoming Drawing Room to the cozy Library – each room is uniquely designed to provide a special place for groups large and small to gather. The WAC also boasts modern facilities for health and fitness, including a gym, studio rooms for classes, a pool, as well as a full-service spa. From music concerts to guest speakers and highly regarded authors, the WAC provides regular programming to enhance the cultural interests of its members.*

*Whether weddings, engagement parties, showers, anniversaries, or an afternoon tea, WAC members enjoy hosting or sponsoring special events. Members also utilize the WAC for sponsoring professional meetings related to their career fields or philanthropic organizations. Throughout its rich history, the Club has adapted to the changing needs of its members. By continually developing new programs and enhancing the facilities, the WAC remains a place where yesterday's rich traditions are expressed in today's contemporary style. Over the years, such diverse public figures as Rosalyn Carter, Cokie Roberts, Michael Frayn, Ogden Nash, Nan Kempner, Barbara Bush, and Diane von Furstenburg have participated in Club programs.*

The Assistant General Manager continues the legacy of the Woman's Athletic Club of Chicago through their oversight of all Club operations, including member services and food and beverage. The Assistant General Manager coordinates the interrelation of departmental functions and has direct oversight over children's programs, food and beverage, housekeeping, private events, and spa. They are the on-site troubleshooter, eliminating confusion and mediating when departmental conflicts arise, while focusing on the Club's overall organizational goals and understanding each department's and

team member's responsibilities and Club impact.

## **Key Objectives:**

### Club Operations Oversight (60%)

- Ensure the highest quality of food and service within all food and beverage outlets
- Development and execution of all service standards and operating policies
- Support the team in maintaining the look and feel of the physical building, calling attention to areas that need to be addressed, including capital projects
- Act as manager on duty and assume responsibility of Club operations in the absence of the General Manager
- Assist in maintaining a positive environment for Club members and the team, "the WAC way."
- Be informed about activities and operations throughout the Club; attend Club functions and signature events representing Club management
- Show concern for and pride in the growth and image of the Woman's Athletic Club
- Enforce all Club and departmental policies
- Take into consideration the needs and wishes of members with all decision making
- Maintain a professional, friendly and diplomatic relationship with Club members

### Team Leadership and Development

- A focus on selecting and developing Club leadership roles, and helping those departmental leaders continuously develop themselves and their respective teams
- Conduct weekly check-ins and annual evaluations with direct reports; serve as a sounding board and consistent source of support for the leadership team
- Attend and lead Club management meetings, participating as a team player and assisting other departments as needed
- Act as liaison between Club operations and General Manager, when necessary
- Provide consistent onboarding and training for the leadership team and assist all operations departments in establishing onboarding protocols and effective onboarding
- Active involvement in CMAA (or similar) where a strong network of peers and continuing education can be gained

### Club Operations Administration (40%)

- Prepare annual capital and operational budget and achieve goals throughout the year through proper forecasting, cost controls, labor management, and revenue-generating programs
- Approve invoices relating to purchases by departmental managers
- Review essential Club communications such as the monthly newsletter and weekly email campaigns ensuring clean, complete, and accurate communications

- Work with the Committees and Board of Directors, as needed
- Provide support to the General Manager, as needed
- Fulfill duties as liaison to appropriate Club committees (in support of direct reports)

### **Competencies and Qualifications:**

- Prior club executive management experience (3-5 years of progressive leadership/management experience) with degree in a related field is preferred
- A strong record of team development and mentorship, an individual who operates like a coach and motivator who attracts hires and supports the staff
- Strong history of success and keen understanding of quality Food and Beverage operations, including revenue growth, training, innovation and creativity, and strong service culture development
- Excellent interpersonal and communication skills, both written and verbal that allow for smooth interactions with members, staff, and vendors.
- A strong desire to be visible to our membership and provide optimal member service at all times
- Excellent organizational skills and the ability to empower others to be successful and supportive of the overall operation

### **Compensation and Benefits:**

- Compensation is commensurate with experience, with annual bonus
- Comprehensive benefits package, including: medical, dental, vision, retirement savings plan, profit sharing, HSA, long and short term disability, and life insurance
- Holiday bonus
- Education allowance/CMAA
- PTO & sick days
- Commuter/parking reimbursement
- Complimentary meal daily

Interested and qualified applicants should submit their resume and cover letter in confidence to:

Michelle Cocita at Strategic Club Solutions  
[michelle@strategicclubsolutions.com](mailto:michelle@strategicclubsolutions.com)