



RCS Hospitality Group  
a new generation of hospitality management  
2827 Midway Rd SE Ste 106 - #231  
Bolivia, NC 28422  
[www.consultingRCS.com](http://www.consultingRCS.com)

**Position Available:**  
**ASSISTANT GENERAL MANAGER**  
Cavalier Golf & Yacht Club  
Virginia Beach, VA

Cavalier Golf & Yacht Club, a prestigious private club in beautiful Virginia Beach, seeks a service-oriented professional to join the leadership team as the Assistant General Manager. This role offers a unique opportunity to contribute to the exceptional member experiences and operational excellence for which the Club is known.

The AGM will work closely with the General Manager and department heads to ensure seamless day-to-day operations. They will be a team player proactively identifying opportunities to enhance service and supporting the staff in delivering excellence across the Club's amenities, including dining, golf, athletics, yachting, and social activities.

#### **POSITION OVERVIEW**

The Assistant General Manager (AGM) at Cavalier Golf & Yacht Club is pivotal in ensuring the Club's operational and service excellence across multiple departments, including clubhouse operations, food and beverage, housekeeping, maintenance, and security. Reporting directly to the General Manager, the AGM is responsible for creating and managing budgets, staffing plans, operational procedures, and long-term strategies to meet the club's goals. This role oversees department heads such as the Food and Beverage Director, Executive Chef, and restaurant managers, ensuring alignment with financial targets and service standards. The AGM is an integral administrative link between departments, fostering collaboration and innovation while addressing member satisfaction, safety, and facility needs. As a leader and mentor, the AGM plans and coordinates staff training and professional development, enforces club policies, and proactively resolves member and employee concerns. In the absence of the General Manager, the AGM serves as their representative, ensuring seamless continuity of operations.

#### **RESPONSIBILITIES**

- Oversee daily operations of clubhouse, food and beverage, housekeeping, maintenance, and security departments.
- Supervise and mentor department heads while fostering a collaborative team culture.
- Develop, monitor, and adjust budgets and operational procedures to meet financial goals.
- Engage with members to ensure satisfaction, resolve concerns, and maintain service excellence.
- Ensure safety compliance, oversee facility maintenance, and manage emergency preparedness plans.

#### **JOB DUTIES**

- Creates/modifies budgets, staffing, general operation procedures, and other plans for the clubhouse, housekeeping, food and beverage, maintenance and repair, and security departments.
- Monitors the budget and directs corrective action procedures as necessary to help ensure that budget goals are attained in his/her supervised departments.
- Oversees the Food and Beverage Director, Executive Chef, restaurant managers, and staff to ensure optimal service and oversees the department's financials.
- Functions as an administrative link between departments and monitors internal cost procedures.
- Plans and coordinates training and professional development programs for himself or herself with staff.
- Works closely with tenure department heads.
- Assists the General Manager in developing and implementing long-range strategic and annual business plans, operating reports, forecasts, and budgets.



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- Monitor safety conditions and employees' conformance with safety procedures; update emergency plans and procedures and ensure that effective training for these programs is conducted in all departments.
- Handles in coordination with the General Manager emergency preparedness related to Coastal Weather conditions of Virginia (hurricanes, coastal flooding, etc.).
- Maintains contact with members and helps assure maximum member satisfaction.
- Receives and resolves complaints from the Club's members, guests, and employees.
- Interacts with members, answering questions, solving problems, overseeing services and cleanliness.
- Assures that the Club's preventive maintenance and energy management programs and master plan are on schedule and in use.
- Assist in planning facility improvements, remodeling, construction, and repair, and interact with applicable club committees for this purpose.
- Participates in ongoing facility inspections throughout the club to ensure that cleanliness, maintenance, safety, and other standards are consistently attained.
- Serves as an ad hoc member of appropriate club committees.
- May serve as departmental manager in that manager's absence.
- Attends management and staff meetings as scheduled.
- Counsel with other managers and employees about grievances and complaints; direct problem correction in conjunction with Human Resources.
- Monitors labor; Evaluates schedule and labor hours and costs.
- Research new projects and develop an analysis of their costs and benefits.
- Oversees daily club operations.
- Accident prevention and works with security on completing incident reports.
- Acts as Project Manager on projects with the direction of the General Manager.
- Receives advice from the General Manager about developing and revising club bylaws and policies; consistently enforces all policies to the best of their ability and documents member incidents.
- Works with human resources department staff to develop long-term staffing needs for the clubhouse, including the Food and Beverage department, which includes hiring, evaluating and terminating.
- Works with department heads to plan professional development programs for applicable staff and ensures that all legal requirements (federal, state, and local) are consistently filed.
- May perform clubhouse opening and closing duties, including security-related duties.
- Recruits for and manages the club's internship program and is responsible for managing and operating employee areas.
- Monitors employee and member dress codes as applicable within each department.
- Conducts training and other meetings with department staff.
- Completes other appropriate assignments made by the General Manager.
- When the General Manager is off-site, act in his stead.

#### **JOB KNOWLEDGE, CORE COMPETENCIES, AND EXPECTATIONS**

- Ability to function as the Club's General Manager during his absence.
- Knowledge of management requirements for housekeeping, engineering, maintenance repair, and security functions at the Club.
- Must demonstrate appropriate analytical skills, attention to detail, and organizational and project management skills.
- Ability to develop and maintain awareness of occupational hazards and safety precautions; skilled in following safety practices and recognizing hazards.



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- Knowledge of project logistics.
- Knowledge of and ability to perform required role in emergencies.
- Knowledge of POS systems (NorthStar).

#### CANDIDATE QUALIFICATIONS

- Bachelor's degree from a four-year college or university.
- Hospitality Management major preferred.
- Member of Club Managers Association of America (CMAA) and other professional associations.
- A Certified Club Manager (CCM) designation through CMAA or in the current pursuit of this designation is desirable.
- Six or more years of related experience, with three or more years as an executive manager.
- Substantial private club or hospitality industry experience with management and supervisory experience and progressive professional advancement.
- Management of complex capital projects.
- Experience working with volunteer committees.

#### REPORTS TO

- General Manager

#### DIRECT REPORTS

- Clubhouse Manager
- Director of Food and Beverage
- Executive Chef

#### THE CLUB OFFERS

- Salary offered begins at \$145,000 annually, commensurate with experience.
- Annual performance bonus-dependent on performance
- Annual clothing allowance-negotiable
- Paid vacation.
- 401k
- Medical, dental, and company-paid life insurance.
- Long-term and short-term disability
- Continuing education allowance.

#### CLUB OVERVIEW

Founded in 1928, Cavalier Golf & Yacht Club is a prestigious private club located in Virginia Beach, VA, with a rich history of excellence and tradition. Nestled along the picturesque waterfront, the Club offers its members an unparalleled lifestyle experience with world-class amenities. These include a championship 18-hole golf course, a full-service marina, fine and casual dining, tennis courts, a swimming complex, and a vibrant calendar of social events. Known for its warm, welcoming community, Cavalier Golf & Yacht Club provides an exceptional setting for recreation, relaxation, and building lifelong connections.

#### CLUB DETAILS

- 750 Members
- \$10.1M Annual Total Revenue



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- \$4,352,812 Gross F&B Revenues
- 75% a la carte/25% banquet
- 2 Dining Outlets
- 14 Committees, 14 Board Members
- 215 Total Employees
- Website: <https://cavaliergyc.com/>

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