



CAROLINAS CHAPTER

CLUB MANAGEMENT
ASSOCIATION OF AMERICA

CAROLINAS CHAPTER JOB OPENING

CLUB

Rumbling Bald on Lake Lure

LOCATION

Lake Lure, NC

POSITION FOR HIRE

Legends on the Lake at Rumbling Bald General Manager

CLUB INFORMATION

Rumbling Bald is the preferred Blue Ridge Mountain vacation home for families from across the country. Spread over 3,000+ acres, this community offers activities and amenities for the entire family including two 18-hole championship golf courses, over 150 Lake Lure vacation rentals, racquet sports, spa and salon, wellness center, swimming, boating hiking and much more. We are also the premier wedding destination in Lake Lure, offering indoor and outdoor facilities for up to 300 guests. Legends on the Lake is casual dining at its best. Enjoy hand-made pizzas, fresh-ground burgers, and elevated versions of your favorite bar classics. Bring the family to enjoy arcade games and pool tables and take in the view over the lake while you eat. Arrive by land or water. No matter how you get here, you'll always receive a warm welcome and unmatched service at Legends.

POSITION SUMMARY & RESPONSIBILITIES

The General Manager of Legends on the Lake is responsible for overall venue operations, leadership, and profitably including front and back of the house. Ensures the highest quality of service efficiency, sanitation, training and development, and products are maintained. Creates and maintains a culture committed to excellence in hospitality and facilitates Associates creating the Rumbling Bald Experience resulting in satisfied Members & Guests.

- Leads the strategic development and ensures all facets of day-to-day operations to include financial, forecasting, recruiting, sales and marketing to ensure positive performance to budget and standards.
- Reports directly to Rumbling Bald Assistant General Manager.
- Coaches Managers and Associates on how to anticipate, identify, and resolve issues that impact the guest experience including operational excellence, maintenance, and facilities.
- Develops leadership skills in Managers and motivates them to improve performance; coaches Managers on how to motivate, assess, and identify potential in others.
- Assesses operations, leadership, team cohesion, and performance; observes individual and team performance and conducts regular staff quality circle meetings.
- Positively interacts and visits with Members & Guests and solicits feedback.
- Plays a central role in the planning and execution of the day-to-day operations including special events in either am or pm shifts.

- Delivers positive and constructive performance feedback to Managers and communicates areas needing improvement; takes appropriate progressive disciplinary action when Managers are not meeting performance standards.
- Follows up on Associate relations issues; conducts investigations as appropriate.
- Establishes plans, communicates strategy, and measures specific financial goals to maximize new operating income through sales generation and cost control procedures.
- Monitors performance metrics to identify emerging trends and areas of opportunity.
- Strategically plans staffing needs for Rumbling Bald additional venues as needed; ensures the acquisition and maintenance of a top-quality management team within the region by recruiting top-quality candidates and using the selection system tools.
- Works with Human Resources to review candidate applications, interview candidates, and extend job offers.
- Coaches Managers on forecasting and attaining proper staffing levels.
- Ensures restaurant management teams use selection system tools to select quality hires.
- Possesses knowledge of Worker's Compensation and General Liability processes and advises venue Managers of appropriate actions.
- Conducts quarterly audits of systems to ensure accurate compliance standards.
- Aids and coaching on all administrative processes within venue.
- Ensures the quality of all Food & Beverage facilities by coordinating with the culinary team and supporting others in overseeing the repair or maintenance of the building, landscape, parking lot, equipment, seating, and technology; Monitors facilities plans and secures approvals as needed.
- Ensures accurate completion of Associate schedules in accordance with forecasted business volume.
- Ensures accuracy of daily/weekly reporting of Associates labor hours.
- Works as a liaison between partners to ensure operating priorities are in alignment with Rumbling Bald strategies and goals.
- Visits entire venue regularly to ensure that all aspects of the business meet the established standard guidelines.
- Maintains high-level of knowledge regarding the company's products and events and communicates properly to Members and Guests; establishes rapport with all Members through name recognition.
- Performs other duties and tasks as assigned or determined by management or supervisors and moves with a sense of urgency.
- Adheres to responsible alcohol service established by company policy.
- Understands and utilizes all safety and sanitation practices as defined in the safety program and reports any accidents to management.
- Adheres to all company policies and procedures as established in the Associate Handbook.
- Direct reports include the Executive Chef & F&B Managers.

QUALIFICATIONS & KEY CHARACTERISTICS

- Bachelor's degree with emphasis in related field, or equivalent relevant experience with proven record of consistent, professional leadership advancement in restaurant, hotel, private club or resort setting.
- Ability to read and interpret documents such as safety rules, operating and maintenance instructions, and procedure manuals.
- Ability to effectively present information and respond to questions from groups of managers, clients, and guests.
- Expressing or exchanging ideas or instructions by the spoken word.
- Mathematical Skills
- Ability to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals.

COMPENSATION & BENEFITS

\$70,000.00 to \$75,000.00 per year

Benefits include health, dental & vision insurance; Paid Time Off and Sick Pay; Life insurance; holidays and 401k. Salary is based on experience. Some relocation assistance available.

CLUB WEBSITE

www.rumblingbald.com

HOW TO APPLY

www.Onlaketime.easyapply.co/