Position Description – Assistant General Manager / EOS Integrator

Reports to: General Manager | Direct reports: Department Heads / Management Team

PURPOSE OF POSITION

The Assistant General Manager / EOS Integrator at Olde Homestead Golf Club (OHGC) leads daily operations and is accountable for executing the General Manager's vision through the EOS Business Model. This role leads, manages and holds the Management Team accountable; oversees performance and finances; resolves cross-functional issues; and consistently delivers outstanding guest and employee experiences. The Integrator is expected to independently handle routine operational decisions and concerns, seeking GM guidance when warranted.

OBJECTIVE RESULTS

- Leadership, Management and Accountability (LMA) of the Management Team
- Operational excellence and exceptional golf, wedding, event and café experiences
- Financial oversight, budget discipline and efficient administrative systems
- Independent resolution of operational and cross-functional issues
- Business plan execution and effective EOS systems
- Clear communication, strong culture and employee development

OHGC is expected to provide exceptional customer service, maintain clean and welcoming facilities, and operate according to the highest possible standards.

WORK ACCOUNTABILITY

Before each annual budgeting cycle (normally November 30), establish a timeline of priorities and initiatives for GM approval and drive execution against that plan. Maintain an active on-property presence with a full-time, flexible schedule that includes regular weekends and evenings when the operation requires them.

Leadership, management and accountability

- Lead department heads through consistent expectations, coaching, one-on-ones, performance reviews and corrective action.
- Maintain effective EOS Level 10 meetings, quarterly meetings, Rocks, Scorecards and issue-resolution practices.
- Ensure each position has measurable performance expectations and that Core Values are lived across the organization.
- Oversee staffing, scheduling, key hiring, leadership development, morale and succession planning.
- Ensure department leaders—not the Integrator personally—own their checklists, service standards and daily execution.

Daily operations and guest experience

- Regularly walk and inspect the 18-hole course, The Potato and practice facilities, café, wedding venues, buildings and grounds, especially during peak business periods. Discuss any issues with corresponding department for resolution and add associated task to the Task Manager.
- Verify course conditions, pace of play, tee sheet utilization, staffing, facility presentation and service readiness; follow through on needed corrections.
- Coordinate cross-department event execution and resolve significant guest, staffing, vendor or operational issues promptly.
- Act as the primary escalation point for department heads while reducing routine dependence on the GM.

Weddings, sales and events

- Learn current wedding packages, pricing, venue features and the sales process; conduct wedding tours and consultations as needed.
- Support wedding and event management in client experience, issue resolution, booking performance and event quality.
- Use feedback from wedding clients, tournaments and other guests to drive measurable improvements.

Financial oversight and administration

- Oversee budgets, departmental financial performance, cash-flow visibility, controls, payroll approval, tax submissions, and insurance audits.
- Maintain timely and accurate reporting and reconciliations; hold department heads accountable for budget performance.
- Complete Inventory monthly according to the Core Process.
- Assist in developing the annual budget.
- Own efficient financial processes using QuickBooks Online and approved connected systems, automating bill capture, approvals, reporting and repetitive data entry where practical.
- Ensure payment approvals, documented financial Core Processes and oversight of accounting staff or vendors are executed.
- Concentrate on analysis, exceptions and decisions, not routine bookkeeping that can be automated.

Decision-making, business execution and continuous improvement

- Independently resolve routine issues within established budgets, policies and delegated authority.
- Consult the GM on major commitments, significant personnel matters, legal or reputational risks, and strategic decisions; present proposed solutions, not just problems.
- Implement annual plans, advance Rocks, improve companywide communications and verify adherence to Core Processes.
- Identify and eliminate duplicate work and unnecessary administrative tasks; use modern systems to improve productivity and accountability.
- Actively promote OHGC, its core values, and its golf, hospitality and community offerings.

WORK SCHEDULE & AVAILABILITY

This is a full-time leadership position requiring a flexible schedule that includes weekdays, regular weekends and evenings according to operational needs.

- Maintain a visible leadership presence during peak golf periods, weddings, major events and other critical business activities.
- Balance weekday administrative responsibilities, leadership meetings and financial oversight with hands-on operational coverage.

- Weekend and evening work is an expected part of the role; adjust weekday hours appropriately while ensuring adequate management coverage throughout the week.
- Be available to address significant operational issues when necessary, without requiring attendance at every event or every weekend.
- Make your work schedule available to all staff members.

STANDARDS FOR RESULTS

- Maintain confidentiality of financial, personnel and sensitive business information, and secure complete company records.
- Complete approved plans, budgets, reports and EOS commitments on time.
- Deliver visible, effective leadership and appropriate weekend/peak-period management coverage.
- Demonstrate improvement in department performance, guest satisfaction and issue resolution; reduce avoidable GM escalations.
- Ensure consistent compliance with the Employee Handbook, Core Processes, facility rules and professional appearance standards.
- Maintain clean, well-presented facilities and a positive, consistent guest experience throughout OHGC.
- Document and reduce manual financial administration while preserving accurate controls and approvals.

SUBJECTIVE STANDARDS

- Show a strong belief in OHGC's quality and value, and communicate confidently about the golf course, venues, food, facilities and service.
- Build positive relationships across Golf, Food & Beverage, Maintenance, Events and Administration while making company-first decisions.
- Be a proactive, visible and approachable leader who develops people, handles hard conversations and follows issues through to completion.
- Consistently seek constructive improvements and bring practical recommendations to the GM.

ACKNOWLEDGMENT

By signing this form, I acknowledge that I understand what is expected of this position, how my performance will be measured, and agree to perform up to the expectations of the position.

This Position Description does not in any way constitute and should not be construed as a promise or a contract of employment between the employee and Olde Homestead Golf Club. Employees of Olde Homestead Golf Club are employed for an indefinite period, with the employment being at all times an at-will employment which may be terminated, with or without cause, at any time at the sole and absolute discretion of Olde Homestead Golf Club. The Olde Homestead Golf Club Employee Handbook is the sole document that deals with the employment relationship between you and Olde Homestead Golf Club, and supersedes any and all documents that may exist.

Signature: _____ Date: _____