



Position: Assistant General Manager
Facility: Ontario Racquet Club (ORC)
Location: Mississauga, Ontario
Close Date: Dec 17, 2024

The Ontario Racquet Club (ORC) is seeking a dynamic and experienced Assistant General Manager (AGM) to join our leadership team. Reporting to the Chief Operating Officer (COO), the AGM will play a pivotal role in ensuring the seamless day-to-day operation of the Club. This role involves collaboration with the COO to develop departmental budgets, establish service standards, and address operational challenges. As a key member of our management team, the AGM will be the primary point of contact for member feedback, fostering positive experiences for all members and guests.

More about the Club & Location:

Established in 1975, ORC is one of Canada's largest and most established private family sports clubs. In 2022, ORC proudly received the prestigious "Club of the Year Award" from the Club Management Association of Canada. We're a multisport, multipurpose family-friendly facility covering 150,000 square feet on 8 ½ acres.

ORC is a one-stop-shop for families to engage in quality time together, while also enjoying compelling programming for each individual family member. We offer all racquet sports (15 year-round hard courts and 7 squash courts), year-round aquatics pool, fitness facilities and kids programming. All while offering an unbelievable dining experience from the Bistro, or the Lounge as a Club favourite for a post-game drink. Families love our cafe, themed nights and everyone loves the outdoor patio.

Conveniently located on the Mississauga/Oakville border only minutes away from the Queen Elizabeth Way.

Key Responsibilities:

Operational Leadership

- Assist in developing financial and service standards for the Club.
- Contribute to the ORC's vision and strategy, ensuring collaboration across departments.
- Oversee various departments (e.g., housekeeping, aquatics, food services, reception) and ensure smooth operations.

Member Engagement

- Act as the first point of contact for member comments and feedback.
- Ensure a positive and enjoyable experience for members and guests.

Financial Oversight

- Aid in preparing departmental budgets and monitor expenditures.
- Ensure COO approval for required expenses.

Staff Management

- Supervise and support staff with training, guidance, and performance management.
- Conduct scheduling, monitor activities, and take disciplinary actions as necessary.

Facility Management

- Inspect Club facilities and services for compliance with health, safety, and licensing regulations.
- Supervise maintenance activities, including renovations and supply management.

Administrative Duties

- Prepare written and verbal reports on organizational activities.
- Coordinate front-office activities and resolve operational challenges.
- Manage invoices and other administrative tasks as required.

Cross-Departmental Coordination

- Collaborate with department managers to ensure the successful execution of Club activities.

Qualifications

- Proven leadership and management experience, preferably in the hospitality, fitness, or private club industry.
- Strong financial acumen with experience in budget preparation and expense management.
- Exceptional interpersonal and communication skills, with a member-first mindset.
- Ability to manage multiple priorities, think critically, and make sound decisions.
- Knowledge of health and safety regulations and standards.

How to Apply

Interested candidates are invited to submit their resume and cover letter by December 17, 2024. Applications made by going to our dedicated webpage www.freshgolf.ca/orc or can be sent to Lead Recruiter with FG Club Search Jason Clarke, CCM at Clarke_je@yahoo.com. We thank all applicants for their interest; however, only those selected for an interview will be contacted.