

Assistant General Manager

Overview of Capon Springs & Farms:

Capon Springs and Farms resort is a tradition-rich family resort open seasonally to guests from May to mid-Nov. Capon is situated adjacent to the George Washington National Forest on the WV/VA border and is located ~2 hours west of Washington, D.C. The resort is a family-owned enterprise that stretches back four generations and reflects the ownership's familial values. These values include hosting guests at Capon as if in our home, fostering personal connections and relationships as the core of the Capon experience, and responsible stewardship of assets.

Since 1932, Capon has offered their guests, many of whom have come for generations, a relaxed and tranquil atmosphere. The Capon experience focuses on family activities and guest interaction. An atmosphere of trust, care, and expecting the best of others is the norm. Guests operate on an honor system. The property's 4,700 acres is host to many recreational activities for couples and families during the summer months and a variety of groups who are seeking a retreat experience during the spring and fall months. The resort continues to evolve to express the unique warmth of Capon's hospitality.

Capon currently has 107 guest rooms in 15 cottages and buildings throughout 450 acres of resort grounds. These range in size from 1-3 bedroom cottages to the 38,000 sq-ft Main House where all-inclusive meals are served family style. A variety of amenities include a spring-fed swimming pool, a 9-hole regulation golf course with a 9-hole par-3 golf course, and the 9,100 sq ft Hygeia Bath House and Spa. Game courts, hiking trails, and a fishing pond are among the many additional recreational activities. The Meeting House, with auditorium and private breakout rooms, Music Pavillion, and Sunset Lodge provide flexible event spaces for both group and leisure guests.

Job Summary:

The Assistant GM position is a newly created role intended to assist the GM and department managers in managing the daily operations of the resort. Capon seeks a professional with experience in hospitality or retreat management with preference given to candidates with expertise in front of house operations. Someone who has a knack for building relationships with guests and co-workers and who enjoys variety in their daily responsibilities will thrive in this role. The specific areas of focus for the Assistant GM will be determined through the interview process and will be based on the skill set and expertise of the selected candidate. Capon is committed to finding someone who understands the essence of our unique resort and who possesses the leadership skills and experience needed to provide support to our existing team.

Potential Areas of Responsibility and/or Management:

- Upon offering the position, the Assistant GM will be provided with a job description with more detailed responsibilities which will include providing leadership to managers in a selection of the following areas: Front Desk/Reservations, Guest Experience & Recreation, Spa, Marketing, Kitchen & Dining, Maintenance & Grounds, Housekeeping, Human Resources, and/or Finance.

- The Assistant GM will assume leadership on site in collaboration with department managers in the absence of the General Manager.

Qualifications:

- A degree is preferred with a concentration in hospitality or business management. Professional experience will be considered in lieu of education.
- A minimum of 3-5 years of experience in an upper-level management role, preferably in the hospitality industry.
- Schedule flexibility to include evenings, weekends, and spring/summer/fall holidays is required. A willingness to work beyond a typical work week during season is needed with the ability to work less hours per week during the off season.
- Willingness to live within commuting distance to the resort. Temporary on-site housing may be available if relocation is needed.
- Professional experience with multiple departments (i.e. guest services, recreation, marketing, food services, facilities, human resources, etc.).
- Successful track record in leading a tenured team of department managers; creating and building a cohesive management team in a close-knit environment.
- A consistent and transparent approach to leadership to encourage buy in, establish accountability, and promote collaborative problem-solving.
- A professional with great initiative and work ethic who encourages others to get things done by leading by example.
- Vigilant in protecting core Capon values and spirit whilst managing improvements in an environment where change is not the norm.
- Ability to work in a variety of conditions to include inclement weather, hot and cool temperatures (most of our lodging facilities do not have AC), and in indoor and outdoor environments.
- A valid driver's license and ability to pass a background check are required.

Benefits:

- Starting salary range: \$70k-\$75k/annually
- 100% employer paid premium for employee medical benefits.
- Optional enrollment in employee paid dental, vision, life insurance, and other supplemental plans
- 401k plan
- Paid time off
- Free co-worker meals while working
- Co-worker discounts and privileges to include access to resort amenities during specified days/times