

JOB DESCRIPTION

JOB INFORMATION			
<i>Job Title:</i>	General Manager		
<i>Department:</i>	ADMIN	<i>Job Type:</i>	Salary
<i>Reports to Position:</i>	Board of Directors	<i>Location:</i>	175 Estates Dr. Chico, CA

JOB OVERVIEW

Butte Creek Country Club prides itself on being the premier private club of the North Valley. Established in 1962, Butte Creek has a rich history of excellent golf, fine dining and an exciting social club atmosphere. Butte Creek has been the home course for multiple championship events including US Open Qualifiers, AJGA tournaments, NCAA Division II Championships and many more outstanding tournaments. World renowned course designer Bob Baldock shaped the golf course around two meandering creeks that flow through nine of the eighteen holes on a 7,000-yard well-manicured golf course. Recent club expansions include a brand-new outdoor patio, bocce ball courts, brand new course maintenance equipment, state of the art short game facility and many more upgrades to the clubhouse design. Membership continues to grow both on a social and golf caliber and Members at Butte Creek take great pride in belonging to the only private equity club in the vibrant Chico community.

JOB SUMMARY

Butte Creek Country Club's General Manager is expected to be the leader of a growing membership base and vibrant, active social community. The ideal candidate will be an exceptional and respectful leader with demonstrated ability to share their vision of the Club's future along with instill their values onto all team members dedicated to making the Membership Experience the best in the North Valley. Equally important are the skills to manage, mentor and support a core of loyal tenured employees, ensuring compliance with the dictates of California labor law practices.

The General Manager (GM) reports to the Board of Directors at Butte Creek Country Club. The GM is expected to provide quality leadership for the Club ensuring that members enjoy the finest level of service, a quality product and an exciting calendar of events. They are responsible for the success of all aspects of the Club goals and are expected to devote their full time and attention to operations, planning and staff performance and long-range strategic planning. The GM has full responsibility for all day-to-day areas of the operations including the oversight of the Club's finances as well as management of capital or club projects.

ESSENTIAL JOB FUNCTIONS/DUTIES

- Establish effective and meaningful relationships with all members of the Club to assure that their reasonable expectations as Club members are satisfied. Encourage and promote full engagement in Club activities, and otherwise foster an open and inclusive atmosphere at the Club.
- Ensure that the Club's operations are conducted in accordance with budget and to the satisfaction of members and guests.
- Oversee the timely preparation of accurate monthly and annual financial statements and related reports, and the delivery of financial statements and reports to the Finance Committee and the Board of Directors.
- Supervise capital projects and ensure that they are completed on time within budgeted amounts.
- Ensure that the operating and capital budgets are prepared on a timely basis.
- Oversee the management of the day-to-day operations of all departments.
- Ensure that the golf course Superintendent and his team maintain the course in compliance with the Club's standards and to the satisfaction of members.
- Establish relationships with local Community leaders who interface with the Club.
- Ensure Clubhouse cleanliness, overall appearance, and employee, member and guest safety.
- Maintain effective working relationships with the general managers of other valley golf clubs.

CANDIDATE QUALIFICATIONS

- A minimum of 2-4 years of verifiable, progressive leadership and management experience in an active, first-class hospitality environment.
- Strong general leadership skills with verifiable strengths in team development, financial performance, diverse recreational amenity management (golf, family activities and others are especially desirable), quality food and beverage programming, exceptional member/guest service programming, strategic planning, project management, and most importantly the ability to consistently define and achieve goals and objectives.
- Possesses exceptional financial and budgeting acumen. Must have the ability to forecast future results and ensure the operation responds appropriately proactively.
- Promotes and maintains a culture of warmth and congeniality for all members, guests and employees and embraces being the “face” of the club.
- Possesses the ability to work well with the Board and Committees providing leadership and guidance, along with well-reasoned recommendations. General Manager will participate in all committee meetings and will be asked to ensure board reports are prepared for optimum meeting preparedness.
- A proven career track that demonstrates a record of tenure and commitment to previous employers, and that career moves were for enhancement of skills and experiences as opposed to ‘unplanned’ career changes.
- Outstanding communication skills, both in writing and speaking. Communication with members, guests and employees and personal visibility are highly important parts of the General Manager’s responsibilities.
- Experience creating a positive work environment and boosting employee morale.
- A motivator and leader who can bring out the best in others by setting clear goals and expectations, promoting accountability, and by providing consistent feedback and support.
- A history of innovation, a champion of new ideas and initiatives, who seeks consistent improvement in member experiences and operational efficiencies.
- Engages in critical benchmarking and financial metrics that lead to a proactive response to industry trends.
- Knowledgeable in “best practices” of top-performing and high-member-satisfaction clubs and communities around the country.
- A true appreciation of golf, its history and how to deliver an exceptional “experience” to members and guests.
- Technologically proficient and uses technology to improve service delivery to members, as well as to effectively manage and lead operations.
- The ability to adapt and positively contribute to changing and evolving circumstances.

EDUCATION AND CERTIFICATION QUALIFICATIONS

- A Bachelor’s Degree from a four-year university or college is highly desirable, preferably in Hospitality Management.
- In lieu of the degree, substantial private club or hospitality experience will be considered.
- Certified Club Manager (CCM) designation preferred but not required.
- *Education/Experience:* Must be proficient with Microsoft Office including Publisher, website graphic and text design, Facebook, Instagram, Twitter, Snapchat experience. Must be able to use Microsoft Office and other applications to create attractive flyers and eye-catching designs to draw participation from members and guests.
- *Working Hours:* The General Manager is expected to be the face of the Club and be present during major events. Working hours as a salaried manager are at the discretion of the employee.
- *Language:* The General Manager is required to speak English.
- *Conduct:* Ability to handle multiple priorities and meet deadlines for timely publication. Must have a high degree of professional integrity and be able to work safely, effectively and efficiently.
- *Uniform:* Clothing should be standard business attire.

For cover letter/resume submissions, please email directly to Club President Lia White at lialou@comcast.net