

## Club Information

As one of the most prestigious clubs in Coachella Valley, Mission Hills Country Club - provides a private world of beauty, recreation and fun. The mountains of Coachella Valley provide a lush backdrop for 54 holes of challenging golf – including the Dinah Shore Tournament Course, site of the LPGA ANA Inspiration – and the No. 1 USTA tennis facility in the nation.

## Club Location

Mission Hills Country Club 34600 Mission Hills Dr, Rancho Mirage, CA 92270

## Job Description

The General Manager's purpose is to direct all phases of Club operations to provide quality service and product to Club Members and Guests. Fiscal responsibility includes managing the financial viability of the Club, and ensuring the Club meets all financial obligations. The General Manager is accountable for setting direction, allocating resources and ensuring execution in the Club environment. Success will be evaluated by demonstrating the following:

- Maintain an active and positive involvement from the Board of Governors by: sharing the "vision" for the Club and the means to achieve it; gaining its support to build a culture of Member focus, quality and service; soliciting input on specific issues which affect their Members; reporting the "state of the Club" on a regular basis through Board Meetings; demonstrating respect and recognition for each Board Member in any contacts with the Club.
- Develop aggressive sales, marketing and net revenue plans and direct successful implementation, following established financial plans and revenue guidelines in all areas. Motivate sales staff to achieve revenue goals per departmental sales plan by conducting timely and productive sales meeting.
- Responsible for setting club goals, both qualitative and quantitative. Develop business and financial plans for club. Monitor club performance according to plan on a daily/weekly basis and taking appropriate actions as needed to assure expected revenues are realized from each operating area in the Club. Work with Department Heads to develop and implement actions to ensure club's performance from each operating area to plan.
- Involve all Club Employee Partners in generating revenue through constant communication on the importance of continuous income stream. Research and analyze current and future market areas, and develop sales strategy based on facts.
- Actively market Club Memberships, Member services and Club facilities to attract new Members and achieve revenue objectives.
- Ensure all expense control systems are in place with close monitoring of all department expenses including revenue to payroll ratio. Ensure appropriate forecasting systems are utilized and are accurate.

- Ensure all Club Policies & Procedures are adhered to and ensure all Club Employee Partners are accountable for compliance of these Policies & Procedures.
- Maintain exceptional Member Relations and facilities by creating a quality environment through staffing, programming, service operations, and maintenance.
- Identify opportunities for Member events, food and beverage services, golf and recreational facilities that satisfy on-going Member needs and implement to achieve revenue objectives.
- Recruit, select and develop a qualified staff, including Department Heads, to understand the relationships between value, Member Satisfaction and Member retention/attrition.
- Develop Employee Partners for career advancement through the use of Performance Review Systems, Cross Training, and Development Planning.
- Actively participate in Club events, acting to facilitate Members to create their own value, making use of significant personal contact as a means of gathering feedback.
- Ensure all Members receive the level of attention and service necessary to exceed their expectations. Ensure follow up on serious Member complaints/concerns quickly and effectively.
- Monitor Member attrition. Develop action plans to curtail Member attrition and maintain it at the lowest possible level.
- Completing all required financial and administrative reporting/audits accurately and on time. Assuring all accounting practices are in compliance with GAAP and the company's established accounting policies and procedures.

Responsible for conduct oneself as a representative for the Company's management team, by visibly supporting and implementing policy and demonstrating high standards of ethics and integrity with Members, peers and Employee Partners

#### Job Requirements

A minimum of 5 years experience in Club management or related field.

Bachelor's Degree - In Hospitality Management, Business Administration, or related field preferred

Please email your resume to [Lorri.Park@clubcorp.com](mailto:Lorri.Park@clubcorp.com)