



JOB DESCRIPTION

JOB TITLE: General Manager

EXEMPT (Y/N):	Yes
FULL TIME (Y/N):	Yes
DEPARTMENT:	General and Administrative
SUPERVISOR:	Club President and the Board of Directors

SUMMARY: Serve as chief operating officer of the Club. Coordinate and administer the Club's policies as defined by the Board of Directors. Under the governance of the Board of Directors directs and manages all phases of Club operations including the quality of products and services to ensure maximum Member and guest satisfaction. Develops and maintains effective relationships with the Board of Directors, Members, guests, employees, community, government and industry. Develop, implement and monitor the approved operating and capital budgets of the club. Develops operating policies and procedures and directs the work of reporting department managers. Secures and protects the club's assets, including facilities and equipment.

Budgetary Limits of Authority: The General Manager has the authority to work within the approved budget, execute contracts that are within the approved budget and approve repairs that do not exceed \$2,500 without prior approval.

The General Manager may form, direct and dissolve ad hoc committees as he/she feels is in the best interest of the Club.

The General Manager does not vote at Board, Membership or Committee meetings.

General Manager's Legal Obligations to the Club:

- A. **Duty of Care:** The General Manager must be completely familiar with the Club's finances and operations; participate in the Club's governances and do so in good faith and with the care an ordinarily prudent person in a like position would exercise under similar circumstances.
- B. **Duty of Loyalty:** The General Manager must exercise his/her powers in the interest of the whole Club not in their own interest or the interest of a third person; thus eliminating any actual or perceived conflict of interest. A conflict of interest may occur when the GM is influenced in his or her decision-making by personal, business, financial or other factors not solely related to the Club's best interests.
- C. **Duty of Compliance:** The General Manager must act to carry out the purposes of the Club in compliance with local, State and Federal laws, rules and regulations and consistent with the direction provided by the membership as documented in the Club's Articles of Incorporation, Bylaws and other strategic plans, documents and rules approved by the membership.
- D. **Confidentiality:** The General Manager must not disclose information about the Board's or the Club's legitimate activities unless they are already known by the public or are of public record.

GENERAL RESPONSIBILITIES:

- Ensures effective coordination of all Club activities and operations as defined by the Board of Directors.
- Implements the policies established by the Board of Directors. Develops the procedures necessary to implement the Board's policies and the Club's strategic direction in concert with department managers.

- Establishes and directs ad hoc committees of Members and/or employees and provides input regarding specific issues as identified by the GM.
- Implements the policies established by the Board of Directors. Develops the procedures necessary to implement the Board's policies and the Club's strategic direction in concert with department managers.
- Prepares reports as may be requested by the Board and will report regularly on the effectiveness of the Club's policies, operations and programs.
- Maintains an understanding of the health, welfare, and culture of all local golf club competitors.

OPERATIONAL RESPONSIBILITIES:

- Plans, develops and approves specific operational policies, programs, procedures and methods in concert with general policies.
- Implements the policies that are established by the Board of Directors; directing their administration and execution.
- Coordinates the development of the Club's long range, strategic and annual business plan.
- Develops, maintains and administers a sound organizational plan; initiates improvements as necessary.
- Ensures the highest standards for the facility, food, beverage, golf, entertainment and other Club services.
- Writes policy and rule directives or approves those written by department heads.
- Assures consistently the Club is operated in accordance with all applicable local, state and federal laws.
- Oversees the care and maintenance of all the Club's physical assets and facilities.
- Implements policies concerning employee-employer relations and has ultimate authority over inter-departmental matters.
- Establishes and monitors compliance with purchasing policies and procedures.
- Gives direction to and works closely with vendors, outside contractors, firms and individuals providing services to the club.
- Ability to play golf at a level where they can entertain potential members, members or participate in club events when appropriate.

SUPERVISORY RESPONSIBILITIES:

- Supervises directly department managers as determined by the Board of Directors, Administrative staff, and indirectly supervises all of the Club's employees.
- Works with department heads to schedule, supervise and direct the work of all Club employees; confers with them about personnel-related matters including compensation, job changes and performance evaluation.

- Develops, maintains and disseminates a basic management philosophy to guide all Club personnel toward optimal operating results, employee morale and member satisfaction.
- Establishes a basic personnel policy; initiates and monitors policies relating to personnel actions and training and professional development programs.
- Interviews, hires, and trains employees; plans, assigns, and directs work; appraises performance; rewards and disciplines employees; addresses employee complaints and resolves problems. Oversees human resources administration.

MEMBER RESPONSIBILITIES:

- Welcomes new Club members; “meets and greets” all Club members as is practical during their visits to the Club. Develops on-going dialogue and rapport with members through recognition, communication and follow-through.
- Coordinates and edits all membership communications and oversee the Club website.
- Reviews and initiates programs to provide Members with a variety of popular events.
- Listens and responds appropriately to suggestions, concerns, and complaints in a timely manner. Respects all opinions.
- Interviews all Members on the resignation list with the overall intent to save these Members or gather information that may help retain existing Members.

BUDGETARY RESPONSIBILITIES:

- Coordinates development of operating and capital budgets according to the budget calendar; monitors monthly and other financial statements for the Club; takes effective corrective action as required.

BOARD OF DIRECTORS, COMMITTEE AND LEGAL RESPONSIBILITIES:

- Attends meetings of the Club’s Board of Directors.
- Provides advice and recommendations to the President, Board of Directors and committees about operations, industry norms, construction, alterations, maintenance, materials, supplies, equipment and services not provided in approved plans and/or budgets.
- Develops and implements effective strategies for achieving the goals established by the Board of Directors and the strategic plan.
- Plans and conducts Board orientations in December of each year. Conducts Committee Chair and Committee orientation as requested by the Board President and Committee Liaisons.
- Serves as ex-official member of appropriate Club committees.
- Works closely with the Membership Committee promoting membership sales by meeting with, talking to, emailing and entertaining prospects.

SAFETY RESPONSIBILITIES:

- Oversees the Club’s Safety Program.
- Maintains the cleanliness and safety of personal work areas.

- Practices safe work habits at all times, to avoid injury to self and others, including compliance with CCRB's and departmental safety rules and regulations and the proper use and handling of all relevant equipment.

PROFESSIONAL AND PERSONAL RESPONSIBILITIES:

- Conducts himself or herself in a responsible and professional manner at all times while at or away from the Club and encourages other staff members to do the same to reflect the proper image of the Club throughout the community.
- Participates in outside activities that are judged as appropriate and approved by the Board of Directors to enhance the prestige of the Club; broadens the scope of the Club's operation by fulfilling the public obligations of the Club as a participating member of the community.
- Maintains membership with professional associations. Attends conferences, workshops and meetings, as approved in the budget, to keep abreast of current information and developments in the field.
- Performs other duties and functions as directed by the Board of Directors that are consistent with this job description.

QUALIFICATION REQUIREMENTS: To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

EDUCATION AND/OR EXPERIENCE: Bachelor's degree or equivalent work experience, with a minimum of three years' experience in club management. Budget preparation and application, food and beverage, golf operations, sales and human resources experience and demonstrated ability to assimilate in public gatherings is important, or a combination of related experience and/or training; or equivalent combination of education and experience.

PROXIMITY TO CLUB: The employee must reside within a 45-mile radius of the Club and have reliable transportation.

LANGUAGE SKILLS: Ability to read and interpret documents such as safety rules, operating and maintenance instructions, and procedures manuals. Excellent ability to write routine reports and correspondence. Excellent ability to speak effectively in English before groups of Members, guests, prospects or employees of CCRB.

MATHEMATICAL SKILLS: Ability to perform accounting and math computations. Analyze financial statements, manage cash flow and establish controls to safeguard funds.

REASONING ABILITY: Ability to apply common sense understanding to carry out instructions furnished in written, oral or diagram form. Ability to organize and prioritize assigned projects.

OTHER SKILLS AND ABILITIES: The ability to effectively operate a computer. Knowledge of retail point-of-sale systems and financial business systems is essential. Excellent interpersonal skills and communication required to manage Club activities and the relationships among the Board of Directors, Department Heads, members, guests, employees, and community, thus ensuring optimal Member satisfaction and Club viability.

PHYSICAL DEMANDS: The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly required to stand, walk, use hands to finger, handle or feel objects, tools or controls and talk or hear. The employee is occasionally required to sit; reach with hands and arms, climb or balance, and taste or smell.

The employee must regularly lift and/or move up to 10 pounds, frequently lift and occasionally lift and/or move up to 50 pounds. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception and the ability to adjust focus.

WORK ENVIRONMENT: The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- While performing the duties of this job, the employee regularly works inside, in a controlled environment and outside in all types of weather conditions. Is regularly exposed to wet and/or humid conditions. The employee is frequently exposed to extreme heat or cold. The employee occasionally works near moving mechanical parts.

- The noise level in the work environment is usually quiet.

Failure to meet any requirement above may result in a Corrective Action Warning Notice up to and including termination.

X _____ Date _____
Employee – General Manager

Compensation:

- Annual Base Salary of \$110,000
- Quarterly commission eligibility based on the membership dues revenue
- Annual bonus eligibility
- Total annual compensation earning potential up to \$140,000
- Medical Benefits

Ideal Start Date:

Middle of August 2019

Interested candidates should email their resume to Search Committee Chair, Richard Parks at richardparks@hotmail.com.