



## **Westmoreland Country Club**

### **GENERAL MANAGER**

#### *Job description*

***Westmoreland Country Club is a serene suburban escape, offering the perfect blend of luxury and leisure. Nestled in a scenic countryside setting, our premier amenities include an 18-hole championship golf course with lush fairways, challenging bunkers, and stunning water features designed to delight golfers of all skill levels. The resort-style pool area offers a perfect escape, featuring a full service kitchen and bar, for relaxing dips and sunbathing. For those seeking a more active pursuit, our state-of-the-art pickleball courts cater to both casual games and competitive matches. Westmoreland Country Club is your perfect blend of recreation and relaxation in a stunning natural setting.***

#### ***The Role:***

***The General Manager at Westmoreland Country Club is a high-potential leadership role designed for a driven professional. Serving as the chief operating officer of the Club, the General Manager (GM) oversees all aspects of operations, including club activities and the relationships between the Club and its Board of Directors, members, guests, employees, community, government, and industry partners. Working closely with the Board the GM advances strategic initiatives, enhances operational efficiencies, and strengthens financial performance while maintaining a strong focus on member experience and team development. This role coordinates and administers Club policies as established by the Board, develops and implements operating procedures, directs department managers, and leads with authenticity, integrity, and positive energy to inspire employees and cultivate meaningful member connections. The GM is responsible for executing and monitoring the annual budget, safeguarding the Club's assets, ensuring regulatory compliance, and consistently delivering exceptional service standards that maximize member and guest satisfaction.***

**Responsibilities:**

1. Implements policies established by the Board of Directors; directs their administration and execution.
2. Plans, develops, and approves specific operational policies, programs, procedures, methods, rules, and regulations in concert with general policies.
3. Coordinates the development of the Club's long-range plans and efforts to move towards the Club's mission.
4. Establishes a basic personnel policy; initiates and monitors policies relating to personnel actions, training, and professional programs.
5. Sets the proper tone for employee-member interactions and for the Club in general.
6. Coordinates development of operating, cash, and capital budgets according to the applicable budget calendars; monitors monthly budget and other financial statements; takes effective corrective action as required; approves vouchers before payment; prepares and makes financial reports to the Board of Directors.
7. Ensures proper staffing by assembling an effective management team.
8. Recommends and/or sets all salaries other than his/her own.
9. Coordinates and serves as ex-officio member of appropriate Club committees.
10. Welcomes new Club members; "meets and greets" all Club members as practical during their visits to the Club. Develops on-going dialogue and rapport with members through recognition, communication, and follow-through.
11. Provides advice and recommendations to the president and committees about construction, alterations, maintenance, materials, supplies, equipment, and services not provided in approved plans or budgets.
12. Consistently assures that the Club is operated in accordance with all applicable local, state, and federal laws.
13. Oversees the care and maintenance of all the Club's physical assets and facilities.
14. With the Director of Membership, coordinates membership development programs to promote the Club's amenities and facilities to current and prospective members.
15. Ensures the highest standards for food, beverage, sports and recreation, entertainment, and other Club services.

16. Establishes and monitors compliance with purchasing policies and procedures; reviews and approves purchasing procedures and requirements.
17. Reviews and initiates programs to provide members with a variety of popular events.
18. Works with subordinate 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.
19. Attends meetings of the Board of Directors.
20. Maintains membership with the Club Managers Association of America (CMAA) and other professional associations. Attends conferences, workshops, and meetings to keep abreast of current information and developments in the field to enhance value and quality of services to the members.
21. Participates in selected community activities 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.
22. Keeps informed on private club trends and practices both locally and nationally.
23. Reports member infractions to the Board for necessary action.
24. Properly manages all aspects of the Club's activities to ensure and maintain the quality of products and services by the Club.
25. Serves as a liaison between all management staff and the Board.
26. Coordinates inter- and intra-committee activities.
27. Writes policy and rule directives or approves those written by department heads.
28. Has ultimate authority over inter-departmental matters and implements policies concerning employee-employer relations.
29. Develops, maintains, and disseminates a basic management philosophy to guide all Club personnel toward optimal operating results, employee morale, and member satisfaction.
30. Prepares reports and other supportive material for committee and Board use.
31. Provides for and manages use of the Club's equipment, space, and materials.
32. Establishes and/or approves workloads, work methods, and performance standards.

33. Maintains relations with police, fire, liquor control board, health department, and other governmental agencies.
34. Performs competitive analyses on clubs and other businesses providing member alternatives through personal observations and historical reports.
35. Handles emergencies such as fires, accidents, breaches of security, or house rules promptly.
36. Gives direction to and works closely with vendors, outside contractors, firms and individuals providing services to the Club.
37. Directs the writing and publishing of the club newsletter and plans for intra-club public relations.
38. Always conducts himself/herself in a responsible and professional manner 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.
39. Provides for the security of the Club, its environment, and members' belongings.
40. Performs other duties and functions as the Club Board may direct that are consistent with this job description.

**Reports to:** Club President and Board of Directors

**Supervises:** Department Managers (Golf Professional, Golf Course Superintendent, Executive Chef, Controller, Clubhouse Manager, Special Events & Membership Director, Racquets Director, Engineering Supervisor, Human Resources Director, and the Administrative & Marketing Coordinator

**Please email inquiries to:** [CJHE@windstream.net](mailto:CJHE@windstream.net)