



POSITION DESCRIPTION

General Manager

Position Reports to: Club President and Board of Directors

Supervises: Assistant General Manager (Club House Manager); Food and Beverage Director; Office Manager; Event and Membership Director; Golf Professional (Director of Golf); Golf Course Superintendent; Tennis Professional.

Position Summary: The General Manager serves as the chief operation officer of the Club and is responsible for the overall management of the golf course facility encompassing golf operations, course maintenance, food and beverage operations, and general administration.

Essential Duties:

- Responsible for the day-to-day leadership of the facility providing clear direction to all department heads.
- Communicate and monitor the comprehensive objectives of the operation and be available, approachable, and display leadership by example to others.
- Responsible for achieving the highest possible service standards on a daily basis to ensure consistency, product quality, and promote customer confidence and loyalty.
- Works closely with the event staff in the development and implementation of the annual marketing plan and initiates the necessary adjustments throughout the year to maximize the benefit of the marketing efforts.
- Shall oversee the development, completion, and implementation of the annual operating budget for each department.
- Responsible for creating and managing the capital budget in conjunction with the Board and finance committee.
- Responsible for ensuring the best possible financial performance of the facility by monitoring daily operations and the total revenues and expenses of each department.
- Shall enforce and ensure the policies and procedures of the facility are applied in an equal and fair manner for all employees and guests, in all departments.
- Recommend and/or establish policy and procedural changes as appropriate to support the goals of the operation, Board of Directors, and management.
- Establish methods of interdepartmental communication to include weekly staff meetings of the department heads and or an appropriate representative of each department.
- Provides strong Food & Beverage leadership to promote a sense of service and quality for banquet and a-la-carte dining.
- Responsible for ensuring all new employees complete new hire orientation and receive departmental training specific to their related job function.
- Promotes safety awareness for all departments through continual training to ensure a safe and productive work environment.
- Shall ensure that the general upkeep of the building structures and other assets of the facility are in good repair and arrange for all necessary repair work or preventative maintenance to be performed as appropriate in an expeditious manner.

- Ensures the overall cleanliness of the facility at the highest possible level.
- Ensures that all permits, licenses, fees, taxes, assessments, and/or regulations of a governmental agency of jurisdiction are in compliance with the federal, state, and local requirements.
- Welcomes new Club Members and provides detailed new Member onboarding initiatives.
- Coordinates the Club events marketing and promotion, as well as Membership sales and promotions.
- Ensures the highest level of standards of Food and Beverage, sports, recreation, and entertainment for the Club and Member experience.
- Prepares reports and other support materials for committee and Board use.
- Represents the facility in various community functions in a way that supports the overall objectives of the Club.
- Cooperates in performing any other duty deemed reasonable and necessary by the Board of Directors.
- Serves as liaison between all management staff and the Board.
- Welcomes new Club Members; “meets and greets” all Club Members as practical during their visits to the Club.
- Directs purchasing, receiving, storage, issuing, preparation, and control of all products, supplies and equipment.
- Performs competitive analyses on Clubs and other businesses providing Member alternatives through personal observations and historical reports.
- Gives direction to and works closely with vendors, outside contractors, firms, and individuals providing services to the Club.
- Directs the writing and publishing of the Club newsletter and plans for intra-club public relations.

Skills

- Must possess effective strategic planning skills.
- Must have a strong sense of service and quality. Strong Food and Beverage leadership is necessary.
- Able to communicate effectively and professionally in both verbal and written formats.
- Able to delegate responsibilities.
- Able to develop, lead, and manage a team.
- Technology proficient, especially in Microsoft Excel, Word, Outlook, PowerPoint.
- Familiarity with Jonas Mobile Applications.
- Able to perform arithmetic computations for budgeting and cost analysis.

Physical Requirements

- Must be able to lift up to 40 lbs. to waist height.
- Some repetitive motion required including typing and data entry.
- Frequent bending, turning, kneeling, and stooping may be required.
- Must be able to fluently speak and write the English language.

Education / Certification Requirements

- Some college education or its equivalent.
- PGA or CMAA member preferred.
- Continuing education training through PGA or CMAA.
- Prior management experience in golf industry required.
- Experience as General Manager preferred.

Wooster Country Club is an equal opportunity employer committed to hiring a diverse workforce and sustaining an inclusive culture. All qualified applicants will receive consideration for employment without regard to race, color, national origin, gender (including pregnancy), age, religion, disability, sexual orientation, veteran status, or any other status or characteristic protected by law.

Job Type: Full-time permanent
Pay: Commensurate with experience
Salary Range: \$100,000 - \$115,000

Email completed job application to JMASONPARSONS@GMAIL.COM (Interim General Manager / Consultant for Wooster Country Club)