



General Manager

Job Description

Please direct interest in this position to Gail Steffen, Interim Club Specialist and Consultant to the Board of Governors at GailS@shawneecountryclub.com.

REPORTS TO: Board of Governors

SUPERVISES: Controller / HR Manager / Head Golf Professional / Golf Course Superintendent / Executive Chef / Food & Beverage Manager / Facilities Manager / Administrative staff and others as applicable

POSITION OVERVIEW

SCC is seeking a leader who is willing to make a long-term commitment to grow with the Club and assist in increasing membership, driving financial stability and delivering an enhanced member experience. The GM serves as the face of Shawnee Country Club and is its senior-most leader, overseeing all departments and the Board of Governor's relationship while fostering a culture of service excellence, hospitality, and community. Responsible for driving member satisfaction and operational efficiency.

EDUCATION & EXPERIENCE

- Bachelor's degree desired
- Leadership experience as an Assistant General Manager or General Manager with experience in customer service leadership and management of complex and multi-disciplinary operations.
- Experience working with volunteer boards and committees and community organizations
- Willingness to maintain membership with the Club Manager's Association of America (CMAA)

JOB KNOWLEDGE / CORE COMPETENCIES / EXPECTATIONS

- Honesty, integrity, accountability, leadership and dedication
- Ability to inspire and motivate others and earn respect of members, employees and community
- Strong customer service background and skill set
- Always display professional conduct in representing the club positively
- Diplomatic, tactful, and firm when dealing with member constituents
- Excellent communicator and strong manager able to articulate the Club's vision
- Ability to set goals, delegate, coach, and manage cross functional teams
- Financial acumen and ability to establish and drive strong financial results
- Strategic thinker with sound judgment and strong financial aptitude

- Knowledge of and ability to perform required role during emergency situations
- Adaptive leader able to pivot in response to member needs, staff challenges, and operational demands
- Willingness and ability to learn private club culture, governance structures, and the membership-based business model balanced with traditions and values.
- Demonstrates visible leadership by being present during high-impact member events and interactions while appropriately delegating operational responsibilities

KEY RESPONSIBILITIES

Club Operations Management

- Oversee day-to-day operations of all departments, including golf, grounds, food & beverage, pool, tennis, fitness, facilities, and administrative functions.
- Ensure facility cleanliness, safety, and that maintenance standards are achieved.
- Monitor member usage and satisfaction levels to adjust programming and amenities as needed.

Member Services and Relations

- Primary point of contact for member inquiries, concerns, and feedback.
- Develop initiatives to enhance member satisfaction and retention.
- Organize member events and social activities that align with club values.

Staff Leadership and Development

- Recruit, train, and develop a skilled, member-focused team.
- Manage performance, provide coaching, and professional development for staff.
- Foster a positive, collaborative work environment with clear communication and expectations.

Financial Management

- Prepare and manage annual budgets, focus on revenue growth, costs and efficiencies.
- Responsible for financial performance and managing operations to meet goals.
- Oversee billing, collections, payroll, and other financial processes in compliance with club policies.

Programming and Club Development

- Works with department leaders on program design and implementation of diverse club programming including golf, dining, pool, tennis, fitness, and youth programs.
- Partner with program directors to ensure quality and variety in club offerings.
- Continuously evaluate and update services based on industry trends and member feedback.

Marketing and Membership Growth

- Develop and implement marketing strategies to attract new members.
- Build and maintain strong local community relationships to enhance club visibility.
- Oversee membership sales efforts and engage with prospective members.

Compliance and Risk Management

- Ensure all operations comply with applicable laws, regulations, and industry standards.
- Implement safety protocols, emergency procedures, and member conduct policies.
- Reduce club risk and exposure to liability

Governance

- Ability to work closely with Board on club strategic vision and its implementation.
- Maintain open communication and transparency between Board and management
- Work with volunteer committees to enhance the club's operating objectives

Other Attributes:

- Public speaking at meetings and events
- Ability to work indoors and outdoors in varying temperatures
- Knowledge of innovative technology solutions to elevate club services and member experiences
- Proactive and able to identify and resolve issues before they escalate.