



ROYAL OAKS COUNTRY CLUB
General Manager

The General Manager (GM) serves as the chief operating officer of Royal Oaks Country Club, responsible for the overall leadership, strategic direction, and day-to-day operations of the Club. This role ensures an exceptional member experience while maintaining the highest standards across all facilities, services, and staff.

The GM fosters strong relationships with members, employees, the Board of Directors, and the broader community. This position oversees financial performance, operational excellence, and the protection of the Club's assets, while advancing the Club's mission, vision, and long-term sustainability.

Key Responsibilities

Leadership & Strategy

- Lead the development and execution of long-range strategic plans and annual business objectives.
- Partner with the President and Board to align operations with the Club's mission and vision.
- Provide leadership and direction to department heads, promoting a culture of accountability, collaboration, and excellence.

Operations & Member Experience

- Oversee all Club operations, including golf, food & beverage, events, and facilities.
- Ensure consistently high standards of service, quality, and member satisfaction.
- Develop and implement policies, programs, and procedures that enhance the member experience.

Financial Management

- Direct the preparation and management of operating and capital budgets.
- Monitor financial performance, including revenue, expenses, and cash flow; implement corrective actions as needed.
- Oversee accounting practices, audits, inventory controls, and financial reporting to safeguard assets.

- Present financial results and key insights to the Board.
- Ensure strong internal controls, audit compliance, and sound financial practices.
- Identify opportunities to drive revenue and improve operational efficiency.

Human Resources & Culture

- Establish and oversee personnel policies, including recruitment, training, performance management, and professional development.
- Promote a positive workplace culture aligned with the Club's values.
- Ensure compliance with labor laws, safety standards, and HR best practices.

Facilities & Asset Management

- Oversee the maintenance, improvement, and long-term planning of all physical assets, including the golf course and clubhouse.
- Recommend and manage capital improvement projects.
- Ensure appropriate insurance coverage and risk management practices are in place.

Governance & Compliance

- Serve as an ex-officio member of Club committees and attend Board and Executive Committee meetings.
- Ensure compliance with all local, state, and federal regulations, as well as contractual and lease obligations.
- Maintain transparent and consistent communication with Club leadership.

Marketing & Membership Growth

- Lead marketing and membership initiatives to attract and retain members.
- Support the development of programs, events, and experiences that enhance engagement and Club value.

Professional Development

- Maintain active involvement in CMAA and professional associations.
- Stay current on industry trends and best practices through ongoing education and networking.

Reporting Relationship

- Reports directly to the President and Executive Committee / Board of Directors.

Salary

- Compensation will be determined based on experience and is expected to range from \$175,000 to \$250,000.

Please send resumes and cover letters to <mailto:search-committee@royalooks.net>