

General Manager Job Description – Tam o’Shanter G&CC

Position: General Manager

Reports to: Board of Directors

Job Summary

The General Manager manages the business affairs of Tam O’Shanter (TOS), supervises employees, ensures compliance with TOS policies and procedures, and promotes teamwork among staff. This role is accountable to the Board of Directors, permanent committees, and general membership.

The General Manager must maintain a professional appearance and demonstrate a service-oriented approach in all responsibilities.

Duties and Responsibilities

Operations and Facilities Management

- Manage the operation, maintenance, and financial performance of all TOS common properties while observing TOS policies and procedures.
- Maintain the security of all TOS common properties, including up-to-date key records, recommendations for re-keying as needed, and established procedures for protecting cash, blank checks, financial statements, and electronic records.
- Manage golf course operations to ensure performance remains within budget, working with the Golf Professional and Golf Course Superintendent to confirm proper maintenance.
- Manage swimming pool operations to ensure compliance with recognized American Red Cross safety standards and King County Health Department maintenance standards.
- Interview and hire personnel to implement operating schedules and procedures approved by the TOS Board of Directors.
- Work with the Swim Team Coach, Head Lifeguard, and Pool Committee Chairperson to provide an effective swimming program for the community.
- Manage tennis court and park operations in coordination with the Tennis Committee Chairperson to ensure Board-approved schedules and procedures are followed.
- Work with the Tennis Director and Tennis Committee Chairperson to provide an effective tennis program for the community.

Administration and Personnel Management

- Maintain regular office hours in the TOS Clubhouse and supervise the office staff, including the accountant, to ensure Board-approved procedures are observed and followed.
- Interview and hire employees for supervisory positions after approval by the Personnel and Compensation Committee.
- Ensure employees are hired within approved compensation ranges unless prior approval is granted by the TOS Board of Directors.
- Create, maintain, and safeguard employee records, ensuring they are timely, accurate, and confidential.
- Post required state and federal labor law information in compliance with applicable statutes.
- Conduct exit interviews, approve administrative separations, and report terminations to the Board of Directors in accordance with policies and state and local laws.
- Administer written employee evaluations and counsel employees on job performance as needed.
- Conduct weekly staff meetings to share activities, notices, policy changes, and other relevant information with employees.
- Recommend policy and procedure changes to the Board of Directors as needed.

Budgeting, Financial Oversight, and Records

- Work with supervisors and committee chairs to ensure timely and complete submission of fiscal budgeting needs, including operational expenses, capital expenses, and revenue projections for the coming year.
- Present final budget recommendations to the Planning and Finance Committee each August.
- Meet at least quarterly with each committee and at least monthly with all supervisors.
- Ensure all operations remain within budget and make timely recommendations to the Board of Directors when revenue shortfalls or windfalls are anticipated.
- Maintain monthly inventory and sales records for all TOS revenue-producing operations and submit records as requested by the Board of Directors.

Member Services, Food and Beverage, and Community Programs

- Always protect membership privacy and confidentiality. Membership lists may not be sold or used outside TOS in any format.
- Manage Food and Beverage operations in partnership with the Chef and Director of Services and Catering.
- Ensure outside events are profitable, TOS event costs are covered, and facilities are used to provide maximum community benefit through service and revenue generation.

- Understand the Architectural Control rules and regulations within the community and work closely with the AC Committee to ensure community compliance.

Governance, Insurance, Payroll, and Assets

- Attend monthly Board of Directors, Executive Committee, and permanent committee meetings as required.
- Review employee and facilities insurance coverage annually to ensure TOS is adequately covered and insurance dollars are used efficiently.
- Present recommended changes to facilities coverage to the Board Treasurer for review and Board approval.
- Manage and approve semi-monthly payroll checks, except the General Manager's own paycheck, which must be approved by the Board Vice President.
- Ensure payroll taxes are accurately recorded, and tax payments are submitted on time to federal and state agencies.
- Maintain and update records of all TOS physical and plant assets, including capital purchases and disposals.
- Update King County property valuations to avoid overpayment of property taxes.
- Work with the Planning and Finance Committee to maintain the five-year capital asset purchase and replacement plan.

Purchasing, Credit, and Other Responsibilities

- Supervise and approve payments for all non-capital purchases made by the TOS Superintendent, Golf Professional, Chef, and Director of Services and Catering.
- Ensure TOS takes advantage of all available discounts and maintains its excellent Dun & Bradstreet credit rating.
- Perform other responsibilities as assigned by the Board.

Qualifications

- CMAA Member and/or PGA Member preferred
- Excellent interpersonal skills and the ability to manage the interests of both members and employees.
- Thorough knowledge of and experience with finance, fiscal budgeting, and working with auditing personnel.
- Education and/or management experience in one or more of the following:
 - Food and Beverage and retail operations, preferably including club management experience at a golf and country club or hospitality business OR
 - Other education and experience deemed appropriate by the Board of Directors.
 - Previous experience in management at a golf course HOA is preferred
- Working knowledge of computer functions and Office software

Compensation

- \$100,000-\$150,000
 - Final compensation dependent on experience
 - Fully paid Health/Medical/Dental/Vision/Life/Long Term Disability
 - 401k with 3% match

Cover Letter and Resume Submission

- Please submit your completed cover letter and resume to Search Committee Liason Jeff Higgins at jeffhiggins@hotmail.com.