

OAK RIDGE COUNTRY CLUB

GENERAL MANAGER

Job Description →

The General Manager reports to the Board and serves as operational and strategic leader, managing all aspects of the country club including activities and relationships with Board of Directors, members, guests, employees, community, and industry. The GM focuses on elevating the member experience through engaging and managing staff, and to provide club products and services that exceed expectations.

Direct Reports:

- CFO
- Food & Beverage Director/Executive Chef
- Director of Golf
- Director of Agronomy
- Building Engineer
- Head Tennis Professional
- HR/IT
- Membership & Marketing Director
- Note: Pool operations are outsourced to a third-party provider that the GM manages the relationship

Scope →

Daily Operations

- Daily leadership of departmental management, facilitates cross functional communication/partnerships and mediates any cross-functional conflict. Works with department heads to schedule, supervise and direct the work of all employees.
- Engages staff, maintains and elevates employee morale. Develops, maintains and disseminates a basic management philosophy to guide all club personnel toward optimal operating results, employee morale and member satisfaction.
- Oversees the care and maintenance of all the club's physical assets and facilities.
- Develops, maintains and administers a sound organizational plan; initiates improvements as necessary.
- Directly leads clubhouse operations ensuring the highest quality and standards of member service, food, beverage, catering and related services; particular focus on elevating service levels and food and beverage offering.
- Provides ongoing assessment of club operations and recommendations for improvement – short term and long term.
- Holds departmental leadership accountable for managing to annual operating and capital budget. Coordinates development of operating and capital budgets according to the budget calendar; monitors monthly and other financial statements for the club; takes effective corrective action as required.
- Coordinates and administers policies as defined by the Board of Directors. Develops operating policies and procedures and directs the work of all department managers.

- Establishes a basic personnel policy; initiates and monitors policies relating to personnel actions and training.
- Consistently ensures that the club is operated in accordance with all applicable local, state and federal laws.
- Analyzes financial statements, manages cash flow and establishes controls to safeguard funds. Reviews income and costs relative to goals; takes corrective action as necessary.
- Handles emergencies such as fires, accidents and breaches of security or house rules promptly and in person. Emphasizes prevention through training, inspection and preventive enforcement.
- Convenes and presides over meetings with departmental managers; conducts all-club personnel meetings. Gives direction to and works closely with vendors, outside contractors, firms and individuals providing services to the club.
- Performs other duties as directed by the president or board of directors.

Member Service

- Responsible for overall membership services to ensure an outstanding experience for all members and guests. Consistently monitors service levels, responds to feedback, and promotes a culture of continuous improvement.
- Fosters relationships with all members and welcomes guests.
- Ensures the highest standards for food, beverage, sports and recreation, entertainment and other club services.
- Proactively reviews and initiates innovative and creative programs to provide members with a variety of popular events.
- Ensures proper cleanliness and sanitation of all club facilities and environments.
- Directs the writing and publishing of the club newsletter and plans for intra-club public relations. Coordinates the marketing and membership relations programs to promote the services and facilities to potential and present members.

Strategic Planning

- Coordinates the development of the club long-range and annual plans.
- Maintains connection to external market and professional associations. Attends conferences, workshops and meetings as appropriate, to keep up to date on current information and developments in the hospitality field.
- Performs competitive analyses on clubs and other businesses providing member alternatives through personal observations and historical reports.

Board and Committee Partnership

- Liaise between club management and board/committee leadership; establish monthly board meeting agendas and lead board meetings with Board President.
- Attends regular meetings of the club's committees and provides advice / recommendations where appropriate.
- Provide quality communications with the club's President, Board of Directors, employees and members.
- Implements general policies established by the Board of Directors; directs their administration and execution.
- Provides advice and recommendations to the President and committees about construction, alterations, maintenance, materials, supplies, equipment and services not provided in approved plans and/or budgets.
- Reports member infractions to the board for necessary action.
- Prepares reports and other support material for committee and board use.
- Negotiates and recommends board approval for contracts.

Requirements →

- 10+ years of experience in hospitality management or business administration
- Previous exposure to food and beverage operations, and catering/special events preferred
- Previous experience of managing an operating budget with P&L responsibilities
- Previous management experience including managing direct reports who are leaders
- Expertise in providing high-end member service and programming

This job description is intended to convey the general nature and scope of the position and not to be construed as an exhaustive list of all responsibilities, duties and skills required. All personnel may be required to perform duties outside of their normal responsibilities from time to time, as needed.

Cultura Solutions is a strategic retained search partner headquartered in Minneapolis, MN. Thank you for considering this opportunity with our premier client, Oak Ridge Country Club. If you have any questions about Oak Ridge, this particular opportunity, or Cultura Solutions, please reach out to Brian Peterson (Managing Partner) at 651-353-9500 or bpeterson@cultura-solutions.com



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