



## **JOB POSTING INFORMATION**

**Position.** General Manager

**Club.** Tatnuck Country Club

**Location.** Worcester, Massachusetts

## **ABOUT THE CLUB**

Tatnuck Country Club, the oldest golf club in Worcester County, founded in 1898 offers an intimate and comfortable atmosphere coupled with world-class dining and superb service. The centerpiece of the storied club is a nine-hole Donald Ross golf course that is complemented by its pool, tennis, pickleball and clubhouse facilities. With welcoming and friendly membership, Tatnuck Country Club provides a “boutique” member experience.

The Club is seeking a General Manager who has the core competencies and innovation to lead the Club into the future. The ideal candidate will possess the skills to deliver the proper balance between the “Member Experience and Financial Performance” for Tatnuck Country Club.

[www.tatnuckcc.com](http://www.tatnuckcc.com)

## **POSITION SUMMARY**

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The GM is responsible for all departments delivering a very satisfying Member experience, meeting to exceeding established performance metrics, and operating according to Club policies and procedures. He or she reports directly to the Board of Governors and works closely with the Club’s Board of Governors and Club Committees to achieve short-term objectives and ensure the long-term vitality of the Club.

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## **ESSENTIAL DUTIES & RESPONSIBILITIES**

### **Member Experience**

- Club Ambassador. Maintain active and positive involvement with all Members. Work closely with the President and the Board of Directors to ensure alignment on financial and operational priorities. Approve all communications to Members and external audiences. Represent the Club in the communities in which the Club operates.
- Operational Execution. Provide Members a great experience by ensuring that all departments deliver high-quality products with high-quality service in every transaction or interaction with Members.
- Facilities Management. Provide Members an inviting environment by ensuring all routine cleaning, preventative maintenance, and repair work is appropriate and completed expeditiously.

### **People**

- Hiring and On-Boarding. Conduct all recruiting in compliance with state/federal labor laws and Club policies. Approve all employment offers including hiring terms and compensation. Ensure all newly hired employees complete the new employee orientation program.

- Training and Development. Ensure all employees are properly trained and/or certified to successfully perform their duties. Identify high-potential employees and prepare development plans to foster their growth.
- Staffing. Ensure departments are properly staffed to meet Member demand. Strive for 0% vacancy at department head level. Identify internal and external candidates to backfill department head positions. Fill department head vacancies immediately.
- Performance Management. Lead the performance management process including setting department head objectives, administering annual performance appraisals, and calculating merit increases and bonus payouts.

### **Processes and Procedures**

- Budgeting. Lead annual budgeting process and deliver to the Finance Committee and the Board of Governors an annual operating budget that achieves both Member experience and performance metric goals. Approve all department budgets and capital budgets
- Financial Management. Monitor and track Club and departmental financial performance across the appropriate time horizons to ensure budgets are met. Analyze and present monthly financial results including variance analyses, balance-of-year forecasts and recommendations for operating adjustments needed to achieve budget.
- Market Intelligence. Lead intelligence gathering to gain a solid understanding of Member and Prospective Member's wants and needs, competitor club offerings and pricing, and the Club's market position.
- Capital Management. Manage all capital projects including RFP preparation, bid evaluation, contactor selection, contract negotiation, and timeline and budget tracking.
- Legal Compliance. Ensure all permits, licenses, fees, taxes and/or assessments comply with federal, state, and local requirements.

### **Tools and Technology**

- Current. Ensure available tools and technologies are current and being consistently used.
- Future. Keep current with and recommend new tools and technologies that could improve Member experience and operational execution.

### **Compensation**

Salary is open and commensurate with qualifications and experience. The Club will offer a competitive compensation plan, along with standard benefits.

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## **REQUIRED QUALIFICATIONS**

### **Minimum Education Level**

- Bachelor's degree, preferably in business or hospitality management.

### **Experience**

- Minimum of 3-5 years as a General Manager or Assistant General Manager experience with responsibility for Profit and Loss, operating costs, multiple departments, revenues of \$2+ million and 25+ employees.
- Golf, hospitality and/or service industry experience highly preferred. GM can come from outside of the private club industry but needs to possess great business acumen as well as a passion to be around the game of golf.

## **Physical Requirements**

*The physical requirements described here are representation of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.*

- Must be able to lift up to 40 lbs waist height
- Frequent bending, turning, kneeling, and stooping
- Exposure to hot and cold temperatures
- Must be able to stand for extended periods
- Repetitive motion required for computer entry
- Must be able to operate a golf cart in a safe manner
- Normal vision and hearing ranges required

**Core Competencies.** Customer Focus, Team Player, Drive / Energy, Result / Goal Orientated, Functional Skills and Industry Knowledge

**Position-Specific Competencies.** Communication, Culture Management, Interpersonal Skills, Planning / Organizing Skills, Leadership / Impact, People Management Skills, Decisiveness, Judgement and Strategic Management

**Please email all resumes to [gmsearch@tatnuckcc.com](mailto:gmsearch@tatnuckcc.com)**

*Tatnuck Country Club is an Equal Opportunity Employer. All qualified applicants will receive consideration for employment without regard to race, color, religion, national origin, familial status, disability, veteran status, or any other status protected under local, state, or federal laws.*