



GENERAL MANAGER

The General Manager (GM) is hired by the Board of Directors, reports to the Board of Directors, however receives day-to-day supervision from the Club President. He/She is responsible for carrying out the Board's policies. The General Manager will be held accountable for all areas of the club and will ensure the synergism of all club activities. He/She is the Board and Committee's bridge to the staff and enables the Board and Committees to focus more effort on the strategic issues and long-term focus of club governance while having the General Manager manage the operational details and tactical issues. The GM will prepare such special reports as may be requested by the Board and will report back on the effectiveness of the clubs policies, operations and new programs.

The characteristics of a successful GM include honesty, straightforwardness, integrity, accountability, leadership and dedication. He/She must demonstrate interpersonal relation skills, be a good communicator, be administratively competent and be able to communicate and implement the club's vision.

GUIDELINES

The GM is a partner with the Board and Committees in achieving the club's mission and discusses issues confronting the club with the Board and Committees. He/She also assists the Board in developing a format for assessing the progress of the club and reviews any issues of concern with the Board.

The GM keeps the Board apprised of the organizational climate, identifying problems either actual or anticipated, communicates with the BOD, and offers consultative assistance as well as shares responsibility with the Governing Board for the club's organizational development of human capital and organizational programs.

The GM has all club department heads reporting to him/her. He/She will assume or delegate the duties and responsibilities of the department heads if they are absent or disabled. The GM will complete all responsibilities and duties as prescribed in the bylaws of the club and perform other duties as directed by the Board of Directors.

- The GM monitors long- and short-term objectives, financial reports and prepares a financial plan for the club working with the Finance Committee and the Board.
- The GM sets the standard for effective management, maintaining a high level of ethics, prudence, creativity, productivity and demonstrating a concern for the supervision and development of the staff.
- The GM helps the Board to arrive at a consensus about important matters by providing pertinent information and interacts with the Board to investigate more efficient operating procedures and new club activities.
- The GM appries the Board of trends, changing circumstances and unexpected occurrences that could call for innovation or adaptation of the strategic plan.
- The GM helps to set and maintain high standards for all facilities, services and communications.
- The GM oversees all programs, services and activities to ensure that objectives are met.
- The GM coordinates and edits all membership and public relations communications.

- The GM maintains a comprehensive knowledge of operational procedures and principles used throughout the club and takes responsibility in developing, maintaining and documenting consistent procedures.
- The GM has knowledge of key situations or problems facing the club. He/She monitors all activities in progress in order to achieve the Board's objectives and provides feedback to the Board on the progress being made.

JOB DESCRIPTION

I. POSITION

General Manager

II. JOB SUMMARY

Serves as the General Manger of the club: manages all aspects of the club including its activities and the relationships between the club and its Board of Directors, members, guests, employees, community, government and industry. Coordinates and administers the Club's policies as defined by its Board of Directors. Develops operating policies and procedures and directs the work of all department managers. Implements and monitors the budget, monitors the quality of the Club's products and services and ensures maximum member and guest satisfaction. Secures and protects the Club's assets, including facilities and equipment.

III. JOB DUTIES AND RESPONSIBILITIES

1. Implements general policies established by the Board of Directors; directs their administration and execution.
2. Plans, develops and approves specific operational policies, programs, procedures and methods in concert with general policies.
3. Coordinates with the Committees and the Board of Directors the development of the Club's long-range and annual (business) plans.
4. Develops, maintains and administers a sound organizational plan; initiates improvements as necessary.
5. Establishes a basic personnel policy; initiates and monitors policies relating to personnel actions and training and professional development programs.
6. Manages and provides professional oversight and guidance of direct reports. Works with senior staff members to foster a culture of legal and professional management of human resources.
7. Maintains membership with the Club Managers Association of America and other professional associations. Attends conferences, workshops and meetings to keep abreast of current information and developments in the field.
8. 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.
9. Coordinates and serves as ex-officio member of all standing club committees.
10. Welcomes new club members; "meets and greets" all club members as practical during their visits to the club.
11. Provides advice and recommendations to the Board and committees about construction, alterations, maintenance, materials, supplies, equipment and services not provided in approved plans and/or budgets.
12. Consistently ensures that the club is operated in accordance with all applicable local, state and federal laws.
13. Oversees the care and maintenance of all the Club's physical assets and facilities.
14. Coordinates and oversees the marketing and membership relations programs to promote the Club's services and facilities to potential and present members.
15. Ensures the highest standards for food, beverage, sports and recreation, entertainment and other club services.
16. Establishes and monitors compliance with purchasing policies and procedures.
17. Reviews and initiates programs to provide members with a variety of popular events.
18. Analyzes financial statements, manages cash flow and establishes controls to safeguard funds. Reviews income and costs relative to goals; takes corrective action as necessary.
19. Works with subordinate department heads to schedule, supervise and direct the work of all employees.
20. Attends meetings of the Club's Board of Directors and Committees.
21. Participates in outside activities that are judged as appropriate and approved by the Board of Directors to

enhance the prestige of the club; broadens the scope of the Club's operation by fulfilling the public obligations of the club as a participating member of the community.

22. Reports member infractions to the board for necessary action.
23. Properly manages all aspects of the Club's activities to ensure and maintain the quality of products and services provided by the club.
24. Serves as liaison between all management staff and the board.
25. Coordinates inter- and intra-committee activities.
26. Writes policy and rule directives or approves those written by department heads.
27. Has ultimate authority over inter-departmental matters and implements policies concerning employee-employer relations.
28. Develops, maintains and disseminates a basic management philosophy to guide all club personnel toward optimal operating results, employee morale and member satisfaction.
29. Prepares reports and other support material for committee and board use.
30. Negotiates and recommends board approval for contracts.
31. Provides for and manages use of the Club's equipment, space and materials.
32. Helps create Social Calendar for member's events.
33. Establishes and approves workloads, work methods and performance standards.
34. Maintains relations with police, fire, liquor control board, health department and other governmental agencies.
35. Directs purchasing, receiving, storage, issuing, preparation and control of all products, supplies and equipment.
36. Coordinates as necessary arrangements for public functions and social gatherings including seating according to protocol and special courtesies extended to members and guests.
37. Ensures proper cleanliness and sanitation of all club facilities and environments.
38. Performs competitive analyses on alternative clubs and other businesses providing member alternatives through personal observations and historical reports.
39. 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.
40. Convenes and presides over meetings with departmental managers; conducts all-facility personnel meetings.
41. Gives direction to and works closely with vendors, outside contractors, firms and individuals providing services to the club.
42. Directs the writing and publishing of the club newsletter and plans for intra-club public relations.
43. Performs other duties as directed by the Board of Directors.

IV. REPORTS TO

Board of Directors

V. SUPERVISES

Controller; Membership Director; Golf Professional, Golf Course Superintendent; Facilities Manager, Banquet Coordinator, Executive Chef, F&B House Staff (Head Waitstaff, Head Bartender)

PLEASE SUBMIT YOUR RESUME TO: cdarcy@liaisonedu.com