



**WORCESTER  
COUNTRY CLUB**



*ExecuSearch powered by the PGA of America is pleased to notify you about the following opportunity in New England....*



**GENERAL MANAGER  
Worcester Country Club  
Worcester, Massachusetts**

**About the club:**

Worcester Country Club is a private, non-profit [501(c)(7)], member-owned country club located at 2 Rice Street in Worcester, Massachusetts. The club was founded in 1900 and features an 18-hole championship course designed by legendary architect, Donald Ross. The course is famous for having hosted the inaugural Ryder Cup in 1927 as well as the 1925 men's US Open and 1960 women's US Open championships. The club property also features a classic Tudor-style clubhouse with full-service dining and bar, a tent/pavilion area perfect for hosting summer events, a full driving range and practice area, a large swimming pool, outdoor har-tru tennis court and basketball court. Today, Worcester Country Club is composed of 414 active members, 244 of which are Family Active Members. The annual budget is approximately \$6.2M. Approximately 18,000 rounds of golf are played per year.

**Position Description:**

The General Manager ("GM") is responsible for carrying out the policies, procedures, rules and regulations of Worcester Country Club (the "club"), as defined by the Board of Governors ("Board"). The GM is directly responsible for the oversight and management of the club's daily operations and property. The GM must work within the confines of the Operating and Capital Budgets as approved by the Board and members and shall serve as an ex-officio member of the following committees: Golf; Grounds; House and Activities; Finance; Membership Development; and Planning & Facilities.

**Reporting Structure:**

The GM reports to the Board, which has the ability to hire and fire the GM in its sole discretion. The following positions report to the GM: controller; head golf professional; green superintendent; executive chef; food and beverage manager; house maintenance supervisor; and pool director.

**Specific Duties & Responsibilities - include, but not limited to:****Institutional Governance**

- Oversight and administration of polices/rules/regulations established by the Board
- Attendance at Board meetings
- Liaise between staff, committees and Board
- Prepare reports/supporting documents for use by Committees and Board
- Prepare policies and rules or approve those written by Department heads
- Monitor member compliance with Club rules and regulations and report member infractions to the Board

**Management/Leadership**

- Coordinate development of annual and long-range business plans
- Plan/develop/approve specific operational policies, programs, procedures, etc. as approved by the Board
- Manage club activities to ensure and maintain quality of club's products and services
- Develop and convey management philosophy to staff to ensure member satisfaction, optimal operating results and employee morale
- Preside over inter-departmental matters and implement employment policies
- Initiate member events

**Human Resource Management**

- Hiring, supervision and dismissal of club employees
- Develop and administer employment policies, compensation and benefit programs, job descriptions and procedures
- Work with vendors and contractors that provide services to the club

**Financial/Legal/Logistical**

- Coordinate development of operating and capital budgets according to the budget calendar; monitor financial statements and take necessary corrective action
- Analyze financial statements, manage cash flow and safeguard funds; review income and costs relative to goals
- Negotiate and recommend contracts to be approved by the Board

- Provide advice and recommendations to the club President and committees regarding construction, maintenance, materials and supplies, equipment and services not provided for in plans/budgets
- Oversee care and maintenance of club's physical assets and facilities
- Establish and monitor compliance with purchasing policies and procedures
- Direct and approve purchasing, receiving, storage, issuing, preparation and control of products, supplies and equipment
- Maintain relations with governmental and regulatory agencies
- Coordinate public functions on club premises when necessary
- Supervision of emergencies and emergency response procedures

### **Membership Development & Relations**

- Welcome new members, meet and greet all club members when practical
- Coordinate marketing of membership relations programs to promote the club to potential members
- Work with Nominating Committee and secretary to facilitate new member applications and orientation programs
- Review member satisfaction surveys and exit interviews, and report to Board
- Direct the writing and publication of club newsletter
- Participate in outside activities designed to enhance club's prestige, when approved by Board

**Qualifications:** Candidates must possess the following at a minimum:

- Bachelor's degree in Business Administration or Hospitality Management
- Minimum of five years' management experience in a similar, private country club
- PGA General Management Certification, CMAA Certified Club Manager (CCM), and/or Certified Chief Executive ("CCE") designation preferred but not required

**Personal Characteristics:** The club's General Manager must exhibit the following:

- Exceptional communication and interpersonal skills
- Strong leadership skills with an emphasis on managing staff by example and hands-on training
- Capacity to oversee the club's operations on a strategic, conceptual and tactical level
- Ability to balance the interests and resources of the Club in developing and implementing the necessary standards for member service and support
- Ability to handle long-range planning and problem solving
- Possess a working knowledge of finance, agronomy, food and beverage service, and legal ramifications of the club's operations
- Willingness to adapt to and implement new technology to streamline operations

### **Compensation and Benefits:**

Salary is open and commensurate with qualifications and experience. Performance-based incentives of up to 10% of annual salary can be earned. The club offers an excellent benefit package (including health and dental coverage, 401k, and long-term disability), along with the typical senior staff benefits.



## Application Instructions:

- The application deadline is **November 15<sup>th</sup>**

Materials should include a cover letter addressed to Mr. Thomas Prokop, Selection Chairperson, a resume and three references in one PDF document.

Please apply through the online link in the Career Notice

**DO NOT CONTACT THE CLUB DIRECTLY. IF YOU HAVE QUESTIONS, PLEASE CONTACT JIM REMY AT [jremy@pgahq.com](mailto:jremy@pgahq.com)**





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