##### Sycamore Country club

**Springboro, Ohio**

###### GENERAL MANAGER -

#### Job Description

##### POSITION SUMMARY

The General Manager oversees Club operations, ensuring high member satisfaction through effective team leadership, strategic planning, and operational excellence. Responsibilities include fiscal management, team development, and continuous improvement initiatives.

The General Manager reports directly to the Board of Directors and oversees all Club operations in coordination with our Management company partners.

**Targeted Qualities:**

* Team Leadership: Fosters teamwork and sets expectations for performance.
* Leading Change: Successfully implements new practices and communicates transparently.
* Member Focus: Identifies and addresses member needs, fostering a "Members First" culture.
* Operational Planning: Develops action plans to achieve strategic goals and prioritizes operational focus.
* Driving Results: Challenges and supports the team to excel, ensuring goal achievement.
* Continuous Improvement: Seeks opportunities to improve current Club processes, products and services to promote quality and overall member satisfaction. Utilizes Annual Member Survey as the baseline year over year.

**Education and Experience:**

* 8-10 years of progressive Private Club management experience and full P&L responsibility.
* Hospitality/Business Management degree preferred.
* Previous success as a Private Country Club General Manager.
* Stable career path with proven leadership, energy, and results-driven approach.

**Skills and Qualifications:**

* Outgoing and friendly with a keen eye for details.
* Proven decision-making skills, integrity, and commitment.
* Exceptional interpersonal and communication skills.
* Thorough knowledge of Club operations and human resources.
* Results-oriented, organized, and adept at managing a fast-paced environment.
* Proven problem solving skills and the ability to successfully manage multiple priorities.
* Experience and competency in project/asset management.

**Essential Functions:**

* Keeps the Board informed and reports on business metrics.
* Oversees Club assets, maintenance, and amenities.
* Drives membership growth and retention strategies.
* Collaborates with support teams and sets sales and retention goals.
* Coordinates events, business plans, and financial results.

**Position Functions and Duties:**

* Directs and coordinates all Club operations.
* Manages department managers, recruits, and develops staff.
* Prepares annual business plan and budget.
* Promotes good public relations and a professional image.
* Conducts meetings to enhance team relationships and efficiency.
* Maximizes the value of our management company benefits through effective utilization of their subject matter experts and buying power.
* Distributes required reports.

**Typical Physical and Mental Demands:**

* Requires constant walking, standing, and ability to lift objects.
* Must convey information clearly and handle problems effectively.
* Quick and accurate decision-making skills.

**Typical Working Conditions:**

* Long hours occasionally required, including weekdays, weekends, and holidays.
* Work indoors/outdoors, with exposure to various weather conditions.
* Some travel within the community and attendance at industry conferences

### **Benefits:**

**Competitive Compensation and Benefits**

* Compensation salary range of $100,000 to $120,000 commensurate with experience, plus annual performance bonus.
* This is a full-time, salaried position with a complete benefits package.
* Health, Dental and Vision insurance per Team Member Benefits Package
* 401k plan, Paid Time off
* Professional dues, educational allowance with emphasis on continuing education.
* Relocation assistance (if from outside the area)

Individuals who meet or exceed the established criteria detailed in this position profile and posting are encouraged to send both a cover letter, resume and portfolio. Deadline for accepting resumes is February 15, 2024.

**Send resumes to Donny Darville, VP of Private Club Operations**

Arnold Palmer Golf Management | Century Golf Partners

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