



Detroit Golf Club General Manager/Chief Operating Officer Job Description

About Detroit Golf Club

Detroit, MI | The Detroit Golf Club is one of America's great golf clubs. The beautifully wooded two hundred and nineteen acres, historical Old-English style clubhouse with swimming and tennis facilities and two 18-hole Donald Ross golf courses are a standing tribute to the prominent group of forward-thinking Detroiters who formed the Club in 1899. The tradition and heritage that have been established over the years have been preserved through a diversified membership that continues to carry forward those venerable traditions. Championship courses, majestic grounds, classic facilities ... an enviable combination ... that's the Detroit Golf Club.

Through the first 25 years of prominence, Detroit Golf Club quickly transformed into a world-class private club. By 1916, its two Donald Ross-designed courses were completed and 1918 saw the completion of their permanent Albert Kahn-designed Clubhouse. The Club has improved upon these stately fixtures over the last 100 years, but the traditional feel and sense of comfort remain.

As the times changed, the club added several features to enhance the member experience: notably an aquatics center, athletic facilities, children's amenities, casual dining options, and many others. There continues to be improvements made to the course as well, but as with everything, there is a strong desire to preserve the unique history of the Club and its courses. The Rocket Mortgage Classic was first staged in 2019 at Detroit Golf Club and is scheduled here through 2027. The tournament replaced the Quicken Loans National on the PGA Tour schedule.

DETROIT AND COMMUNITY

Greater Metro Detroit offers some of the best family-friendly areas to live anywhere in the country. Excellent school systems, both public and private, are plentiful and anchor great communities. Once again Time Magazine selected Detroit in its third annual list of the World's Greatest Places. It is a city of stunning architecture and art deco buildings. It is a culturally rich and diverse community. National landmarks are home to the Detroit Institute of Arts, Detroit Symphony, Opera, Theater, Motown, and Jazz. Food and wine are culinary adventures in a city rich with dining options. It's a world-class sports city with some of the finest arenas and stadiums in the world for its top professional teams, all near the Detroit Golf Club. Detroit is home to two great clubs: the Detroit Golf Club and the Detroit Athletic Club both over 100 years old and anchors of goodwill and tradition in their communities.

CLUB MISSION STATEMENT

The Detroit Golf Club is a private Club providing its members with a world-class golf experience enriched by quality dining and social and recreational programs promoting good fellowship and family involvement.

DETROIT GOLF CLUB BY THE NUMBERS

- 757 members at present in both Full Resident Members and various non-resident/national categories
- Approximately 40,000 rounds of golf are played each year
- \$42,000 Initiation fee
- \$9,660 annual dues, \$1440 capital dues, \$2,040 (GCMP Capital Dues)
- Approximately \$17M Gross volume
- \$7.6M Annual dues volume
- \$5.7M F&B volume with 42% coming from à la carte dining (including RMC)
- \$7.5M Gross payroll
- 240 Employees in-season; 160 off-season
- DGC uses Club Essentials software for operations
- DGC is organized as a not-for-profit 501 C 7 corporation under Federal and State of Michigan statutes
- There are 12 board members serving three-year terms
- The average age of members is 54 years
- Committees at the Club include Finance, Golf, Green, House, Rules, Food & Beverage, Strategic Planning, and Membership
- Capital Projects:
 - Kahn Clubhouse Experience II was completed in June 2023, the project scope was valued at \$5.15 million for renovating the Women's Locker Room and the Champions Grille
 - Tyler Rae Golf course restoration - 2025 will see a significant upgrade to all 36 holes on the property including tree elimination, restoration of holes, green expansions, and the addition of bunkers and native areas and grasses. This \$16.1M project seeks to address the club's aging drainage and irrigation infrastructure while restoring many of the original Donald Ross design elements to facilitate the movement and flow of water while also providing strategic elements for the player to consider.

Position Overview:

The General Manager/Chief Operating Officer (GM/COO) is under the direction of the Board of Directors and the President. The GM/COO is responsible for the strategic development, implementation, and operation of the Detroit Golf Club (DGC). The

GM/COO is responsible for leading the day-to-day operations of the DGC as well as playing an integral role in the strategic direction, goal setting, and performance management of the club. This position directs the work of all department managers including but not limited to Golf Professionals, Superintendent, Controller, Human Resources, Membership, Communications, Facilities, Executive Chef, Banquet, and Catering. The GM/COO strives to ensure maximum member and guest satisfaction.

Essential Job Functions:

Management/Leadership Function

The COO will direct all functions of the Club and be responsible for the overall operations, including delivering the Club's facilities, amenities, and services to a standard that ensures maximum member and guest satisfaction in an atmosphere of hospitality, friendliness, and congeniality. The COO is expected to be a leader and mentor to all department heads and have overall responsibility and accountability for the development, training, and performance of the entire staff while instilling a club-wide member-focused service culture. The COO will manage the Club consistent with the direction and policies established by the Board of Directors as well as by the Bylaws and Rules and Regulations of the Club and will be responsible for administering the Club's rules and regulations.

- The COO will be ultimately responsible for all day-to-day operations of the Club and all Club facilities, delegating appropriate authority to managers and department heads.
- Meet regularly and consult with the Board of Directors and Committee Chairs (and Committees) on matters relevant to the respective Committee.
- Coordinate closely with each Committee on developing and implementing specific initiatives and reporting on any proposed initiatives that have meaningful financial, structural, and/or appearance impact on the Club to the Board of Directors.
- Make recommendations to the Board and Committees, supported with data and information, for changes, improvements, and enhancements to Club services, operations, and facilities. Provide advice on club-oriented best practices, recommended best-in-class club standards, and any new policies and procedures that should be considered.
- Report monthly to the Board on the operations of the Club, including summarizing the financial results, updates on each department's operations and staffing, and any other matters of note that impact the delivery of the Club's facilities and services to members and guests.
- Work in conjunction with the Controller to ensure that appropriate financial controls and systems are maintained and be responsible for the preparation of the annual operating and capital budgets which will be subject to review and approval of the Finance Committee and the Board.

Member Services

As driver of all the Club's operations, the COO will provide quality leadership and a positive image for the Club and its facilities and amenities to ensure the highest standards for all Club programming, sports operations, special events, entertainment, and other Club services for members and guests.

- Be highly visible and readily accessible to members and their guests.
- "Meet and greet" all Club members, as practical, during their visits to the Club, providing a warm and relaxed reception for which the Club is renowned.
- Welcome new members and guests to the Club by introducing them to the Club's facilities and amenities.
- Solicit timely feedback from members and guests as to the quality of the Club's services, amenities, and facilities.
- Address and resolve in an appropriate and timely manner any legitimate, reasonable member suggestions, complaints, and criticisms, and bring certain matters to the attention of the appropriate Committee or to the Board. If necessary, refer rules infractions to the Rules Committee and/or the Board.

Employee Relations

The COO has overall responsibility for hiring, training, and overseeing the Club's staff with the objective of retaining the highest quality staff in a positive work environment.

- Serve as an advocate and voice between the management, staff, and the Board.
- Act as a leader, mentor, and role model for all employees by demonstrating professional behavior and work ethic.
- Provide direction and professional guidance while empowering and holding staff accountable to high standards.
- Ensure that a healthy, safe, and harassment-free work environment exists throughout the Club.
- Build out, where needed, and maintain a high-quality, efficient staff who value the experience of working at the Detroit Golf Club.
- Drive and maintain a deeply committed club-wide service culture that is focused on member satisfaction, member recognition, anticipatory service, and understanding of member preferences to enhance the Detroit Golf Club experience.
- Oversee Human Resources policies and procedures and ensure that all employee hiring and relations are conducted in compliance.
- Maintain functional and efficient staff performance management systems and ensure performance reviews occur regularly and systematically.

Facilities

Oversee the care, maintenance, cleanliness, and safety of the Club's physical plant and environments.

- Ensure that the Club's facilities are consistently in good working order and have a favorable appearance by regularly walking around the Club's property and through the Club's facilities and observing the use of the Club by its members and guests.
- Ensure that the property is operated in accordance with all applicable laws, codes, and regulations.
- Ensure a facilities plan is in place and implemented to address both short- and long-term maintenance and improvement needs of all the Club's buildings.
- Communications: Responsible for overseeing effective communication systems to the Board, the staff, and the membership.
- Create and maintain formal systems to communicate to the Board and various Committees year-round, effectively "managing up."
- Oversee the development, maintenance, and refinement of a comprehensive member communications effort, including the Club's website, timely promotions of Club activities, online reservations systems, and social media interfaces.
- Address and resolve member requests and inquiries, and keep the respective Committees, and the Board informed of all significant matters and issues.
- Attend, and participate in, most Committee meetings and all Board meetings.

Marketing

Work closely with the Membership Sales & Marketing Director to further develop and implement a robust strategic marketing plan to increase member recruitment, retention, and club usage. Participate in selected community activities to enhance the visibility of the Club and to fulfill the public obligations of the Club as a participating member of the City of Detroit and its surrounding communities.

Financial Management

The COO will ensure the Club has high-functioning financial reporting and management information systems and monitor compliance with internal controls and procedures.

- Coordinate with the Controller and other department heads as appropriate in the preparation of the annual operating and capital budgets for review and approval by the Finance Committee and Board. Once approved, manage, control, and report on all operations and projects to attain budgetary results. Take effective corrective action in this area as required to meet goals.
- Maintain, in coordination with the Controller, a reporting system of relevant operating and financial information to be provided monthly to the Board.

- Ensure there is financial and operating information readily available to facilitate decision-making at the Board, Committee, and management team levels.
- Ensure the responsible use of Club resources in executing the mission of the Club through its operations and capital expenditures.

Capital Project Management

- Provide supervision and administrative support for all capital projects from the planning stages through to completion.
- Oversee the managing of contractors and subcontractors in conformance with agreed-upon contracts, timelines, and measures of performance.
- Regarding larger capital projects, properly and regularly communicate the status of these projects to various Committees and the Board, and to the Membership as appropriate.

Experience and Qualifications:

Including, but not limited to, the following:

Candidate Qualifications

- A minimum of 5 years of verifiable, progressive leadership and management experience in an active, private member-focused club environment.
- A career track that demonstrates a record of tenure and commitment to previous employers, and that career moves were for enhancement of skills and experiences as opposed to 'unplanned' career changes.
- Strong general leadership skills with verifiable strengths in team development, financial performance, diverse recreational amenity management (golf, family activities, and others are especially desirable), quality food and beverage programming, exceptional member/guest service programming, strategic planning, project management, and most importantly the ability to consistently define and achieve goals and objectives.

Educational and Certification Qualifications

- A Bachelor's Degree from a four-year university or college is highly desirable, preferably in Hospitality Management.
- In lieu of the degree, substantial private club or hospitality experience will be considered.
- Candidates who have achieved the Certified Club Manager (CCM), Master PGA Professional and/or PGA Certification in Executive Management status are strongly encouraged to apply

Employment Eligibility Verification

- In compliance with federal law, all persons hired will be required to verify identity and eligibility to work in the United States and to complete the required employment eligibility verification form upon hire.

Compensation and Benefits:

The club will provide compensation and benefits package commensurate with experience and qualifications. This includes but is not limited to:

- Competitive salary based on experience
- Performance bonus potential
- Medical and dental benefits - HSA Plan, HMO, or PPO
- 401k plan
- Life Insurance
- Association Dues and Continuing education

Application Instructions:

All applications MUST be submitted through the PGA of America's Career Services Department as described below.

Resume deadline is August 29, 2024 at 11:59 pm Eastern Time

Combine your cover letter, resume, references, and any supporting documents into one (1) PDF document with the following file naming convention: Last Name, First Name, Detroit Golf Club, General Manager

Please address all correspondence to - Ms. Michele Samuels | Chair | Detroit Golf Club

[Click here to submit your application](#)