



**General Manager/ Chief Operating Officer
Heritage, Club
Mason, OH**

Description

Heritage Club is excited to announce the exceptional career opportunity of COO/ General Manager. The club is seeking a GM/ COO with a proven track record of success in aligning staff, board, and club culture to deliver a rewarding club experience for members. The ideal candidate must have the ability to attract and retain a team of professionals that aspire to create a culture of excellence. The GM/COO's ability to focus on successful execution is a desirable and essential leadership trait. Further, the ideal candidate must have the leadership experience to ensure the club operates successfully in the present and, at the same time, possesses the ability to think strategically as a board partner focused on the future success of Heritage Club.

About Heritage Club

Heritage Club was established in 1996 by co-developers Ken Campbell and Robert Rhein and was designed to be a true golfer's paradise. With no tee times, the P.B. Dye-designed 18-hole golf course provides a challenging but enjoyable experience for all players, regardless of skill level. In 2003, the club was turned over to membership; it has been member-owned ever since. The clubhouse went through major renovations in 2016 when the dining area and furnishings were updated. Opening Memorial Day 2023, members will be able to enjoy newly renovated practice facilities including an expanded driving range and a 26,000 sq. ft. putting green. In addition to the golfing facilities, Heritage Club offers a relaxing swimming pool and two tennis courts that can be converted into pickleball courts. The club also has casual dining and large al fresco dining options along with banquet facilities that are perfect for holding private events of all occasions.

General Manager Position Responsibilities

- The General Manager is accountable to the Board of Trustees who are voted upon by the general membership.
- Working closely with the Board, is responsible for executing the Club's strategic plan; annually prepares a Heritage Club action plan with specific and measurable objectives that is in harmony with the club's strategic plan. The annual plan articulates performance activity and financial targets for the club in general, as well as at the department level (food and beverage, pro shop, golf course, events, and administration). Reports are periodically presented to the board regarding how actual performance is progressing relative to targets.

- Assures that the club is operated in accordance with all applicable local, state, and federal laws.
- Manages and ensures adherence to Club policies, procedures, operating manuals, and rules & regulations.
- Plans, develops, and approves specific operational policies, programs, procedures, methods, rules, and regulations in concert with Club policies and best practices.
- Directs the work of all department heads. Annually creates for each a set of measurable goals and objectives in line with the Club's Strategic Objectives for each manager level employee and monitors performance relative to the same on a regular basis.
- Convenes and presides over regular meetings with departmental managers.
- Enforces basic personnel policies; ensures proper hiring and training; initiates and monitors policies relating to personnel actions, administers corrective actions in accordance with applicable laws and established policy.
- Keeps the board and general membership apprised of emerging trends, challenges and opportunities in golf, social events, and food and beverage industries. Taking a lead in fostering proactive responses to the same.
- Oversees an effective and professional communications program with the Heritage Club membership.
- Manages and oversees all accounting, inventories, banking, audit procedures, cash flow; accounts receivables, payable, deposits and daily reconciliations; establishes controls to safeguard funds and assets; provides internal management controls by defining division of responsibilities. Ensures monthly inventories of all Food, beverage and merchandise are complete and accurate.
- Coordinates development of operating, cash, and capital budget; monitors financial statements; reviews income and expenses relative to plan; takes effective corrective action as required. Reports monthly to BOT.
- Assumes responsibility for creating profit and loss reports for each club and outside event.
- Establishes and monitors compliance with purchasing policies and procedures; reviews and approves purchasing procedures and requirements. Negotiates and recommends board approval for contracts.
- Maintains relations with police, fire, liquor control board, health department and other governmental agencies.
- Performs other duties and functions as the club board may direct that are consistent with this job description.

Critical Success Factors

- Strong Team leadership capabilities
- Keen Business sense and financial acumen
- Strong organizational and planning skills yet able to adapt to change quickly.
- Good interpersonal skills, Able to effectively interact with diverse groups of people. Is accessible and responsive to board members, the general Heritage Club membership, guests, and the community, but in a manner that assures appropriate professional distance that will not impede the effectiveness of her/his responsibilities as the club's general manager.
- Must carry out supervisory responsibilities as a top priority.
- Maintains accessibility to all Heritage Club employees, especially direct-report individuals. Such accessibility is performed in a manner that supervisor-supervise relationships between employees and their supervisor are not weakened.

- Has a presence around the clubhouse during key dining periods and social events.

Candidate Qualifications

- A bachelor's degree in golf course management, business administration, hotel and restaurant management, hospitality management or a related field.
- In lieu of the degree, substantial private club or hospitality experience will be considered.
- 5-7 years of progressive leadership/management experience having a consistently upward tracking leadership experience in a contemporary business model club or similar hospitality operation known for high service standards.
- Must be able to effectively operate in a private club setting with members and Board of Trustees as well as outside consultant partners. Salary and Benefits

Salary and Benefits

Salary is negotiable based on experience and commensurate with qualifications and experience along with a benefit package.

Application Process

Interested candidates should email their cover letter and resume to Heritage Club Controller, Chin Lin at clin@heritageclub.com