



Candidate Profile

General Manager
Highland Country Club
Fort Thomas, KY

Club Profile:

If you're looking to enjoy the "PEAK" of golfing & private club experiences in the Northern Kentucky & Southern Ohio area, then Highland CC is perfect for you. HCC (est.1915) is an affordable, private, well reviewed club in Ft. Thomas, KY. Playing the impressive golf course routed through rolling wooded land will surely be a highlight for you, your family & invited guests round after round.

What makes HCC truly stand out? Let's start with the course. Designed by world renowned golf course architects William Diddle & Arthur Hills, HCC is a challenge from any tee box. Small, fast, manicured bent grass greens to compliment the Bermuda grass fairways (13500 annual rounds played). While from the longest tee the course plays just 6200 yards, it's the land itself that adds to the challenge. Learning where to place your golf ball off the tee to best approach the greens is key to play at HCC.

To add to the great golf course – NO TEE TIMES required to play. While many of the clubs around the area are so full that you can't enjoy your membership...HCC is sized "just right" with room to grow and still maintain a casual atmosphere where all members can enjoy their membership!

But a great golf course deserves a great atmosphere and excellent club amenities to enjoy as well. Members also includes access to the short game golf practice area, the clubs Olympic sized pool with outdoor bar, the four-lane HCC bowling alley for off season enjoyment as well as the ONLY outdoor private club patio dining option with views of the downtown Cincinnati skyline. Great Food, Great Drinks, Great Events & Great People in a relaxed, laidback club is what we offer.

300 Memberships currently with annual sales approaching \$3,000,000.

Position Summary:

Highland C.C. is looking to bring in a leader with strong interpersonal skills and team integration to build on the current revenue growth and membership experience. The HCC team is a strong, friendly team that has earned the trust and empowerment of the club's members & board.

The new General Manager (GM) will have the opportunity to enhance the growth with new and reimagined events, continued execution of current strengths, and day-to-day collaborative decision making with department heads.

Important skills include positive leadership, financial acumen, member relationship building skills, and strong organizational skills to integrate and lead key events and across our departments. The General Manager will need to be a visible and accessible leader to both the members and staff alike. The GM will guide all Club

operations under the direction of the HCC board, and will act as the leader, mentor, and liaison between all department heads and board.

The GM will directly supervise department heads and managers and, in turn, the work of their respective staffs. In coordination with department heads, the GM is responsible for the recruitment, hiring, training, supervision, and timely evaluation of all the Club's staff. Compensation and benefits are to be administered consistently and must fall within the guidelines as mandated by the annual budget and Club policy. The General Manager will directly, and through department heads, emphasize a "member first" service culture that ensures member patronage and maximizes the use of the Club's facilities. The General Manager is expected to "set the pace" for all employees and to actively promote a positive and safe work environment where teamwork and cooperation are emphasized.

- Responsibility for the financial guidance and reporting for all Club operations in accordance with acceptable accounting procedures. Such duties will involve the formulation of the Club's annual operating and capital budgets to be coordinated with the controller, and department heads. The General Manager will operate the Club in accordance with the approved budgets and with the controller report the Club's financial condition to the board monthly.
- The active promotion of the Club to all members and their families. The General Manager is expected to interact with members daily; actively soliciting member opinions and input as to the Club's facilities and services. Visibility and accessibility are paramount. The General Manager will respond to member concerns in a timely fashion and report significant issues to the board.
- The positive representation of the Club in the Community; assisting as needed in the recruitment, orientation, and retention of new and existing members.

Direct reports include Club Controller, Head Golf Professional, Greens Superintendent, Executive Chef, Restaurant & Banquets Manager, Facilities and Buildings Lead.

Requirements:

The General Manager will be the consummate professional, well-versed in all facets of Club administration. He or she will have the following skills and attributes.

- A minimum of three years as a General Manager, Assistant General Manager, or Clubhouse Manager in a comparable private club setting. Candidates will have a working knowledge of all facets of private club operations with a strong emphasis on golf events & golf course conditions, food and beverage, financial management, and strategic planning. Candidates with prior experience in traditional, family-oriented clubs are preferred.
- An outgoing and friendly personality with a high potential to identify with and embrace the Club's culture.
 - Leadership skills with the ability to motivate a veteran staff with a commitment to quality and excellence.
 - Highly energetic; a self-starter with a "hands-on" approach to management.
 - Excellent communication skills at all levels.
 - A strong sense of service with proven staff development and training skills.
 - Attention to detail with a sense of urgency.
 - The ability to deal with a variety of personalities.
 - The ability to see the "big picture" but also to have a critical eye for detail.
 - The reputation as an effective and visible leader; exhibiting maturity, a positive image and disposition, and superior communication and "people" skills.

- The ability to attract, train, mentor, and retain a talented and cohesive staff; able to effectively manage a diverse staff of accomplished and dedicated professionals who have faithfully served the club for many years.
- The CMAA & or PGA designation is preferred.
- Impeccable and verifiable references. All candidates will be subject to a thorough background review and must have an excellent credit record.

Competitive Compensation & Benefits:

- A competitive base salary that reflects the candidate's experience.
- Health insurance in accordance with club policy.
- Participation in the Club's 401K Plan.
- A full CMAA package to include dues and education expenses; to be determined in each year's operating budget.
- Standard benefits.

This position is available immediately.

Professionals who meet or exceed the established criteria are encouraged to send a compelling cover letter addressed to:

Jack Buecker
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