

General Manager (GM)

Elmira Country Club – Elmira, NY 14905

The Elmira Country Club in Elmira NY is excited to announce a challenging career opportunity as General Manager of our small but beautiful Club of 250+ members. Elmira Country Club offers exceptional golf, dining, tennis, swimming, fitness and many more extras for their members and guests. High quality service is mandatory! Qualified candidates will be challenged to revitalize the club experience and draw new membership while maintaining the Club's identity. He/she will be responsible for all day-to-day operations of the Elmira Country Club. He/she will direct and administer all aspects of the operations, converting agreed strategies into specific initiatives and actions. The Elmira Country Club is looking to raise the bar on our standard of services it provides to its members across all functional areas. Candidate must be passionate about member experience, detail oriented, fiscally savvy and an inspirational leader that will elevate the entire team.

Essential Qualifications

Strong general management skills with demonstrated strengths in team development, process design, project management, financial discipline and acumen, quality food & beverage programming, exceptional member/guest service programming.

Key Responsibilities Include, But Are Not Limited To

- Financial and business acumen is a must and the ability to set and work within a budget is of critical importance, as is having effective financial management skills to oversee and proactively recommend changes to annual operating and capital budgets.
- Outgoing, service-oriented personality with strong leadership skills and effective mentoring ability; someone who clearly leads by example and compels others to raise their game.
- Process driven leadership; setting standards for how we do business to drive performance and ensuring that they are consistently maintained.
- Develops, maintains and administers a sound organizational plan; initiates improvements as necessary.
- Ensures the highest standards for food, beverage, sports and recreation, entertainment and other Club services.
- Analyzes financial statements, manages cash flow and establishes controls to safeguard funds. Reviews income and costs relative to goals; takes corrective action as necessary.
- Recruit, select and develop a qualified staff, including Department Heads, to understand the relationships between value, Member Satisfaction and Member retention/attrition.
- Actively participate in Club events, making use of significant personal contact as a means of gathering feedback.
- Identify opportunities for Member events, food and beverage services and recreational facilities that satisfy ongoing Member needs and implement to achieve revenue objectives.

- Monitor Member attrition and develop action plans to curtail Member attrition and maintain it at the lowest possible level.
- Regular and reliable attendance is required, and it is understood that a strong presence is necessary when the Club is busiest, primarily on weekends and during major events. Must be a “doer” – i.e. willingness to roll up their sleeves and be “hands on” at appropriate times.

Job Requirements

- A minimum of 5 years’ experience and /or training in a private club as CM or Asst. GM.
- Previous F&B Management experience
- Previous sales experience
- Must be able to communicate effectively, verbally and written

Salary and Benefits

Salary and benefits are competitive