

**GENERAL MANAGER/COO OPPORTUNITY:
SHOREHAVEN GOLF CLUB
NORWALK, CT**

The General Manager/Chief Operating Officer role at Shorehaven Golf Club is an excellent opportunity for a talented professional to help develop Shorehaven into one of the preeminent Golf Clubs in Southwest CT

SHOREHAVEN GOLF CLUB

Shorehaven is one of the most admired country clubs in Fairfield County. Founded in 1924, Shorehaven Golf Club enjoys a beautiful location offering spectacular water views and a unique links style course. Located in the middle of the county, the club draws its membership from both executives commuting to New York City and local business owners and professionals. While its members are “upscale”, the culture of the club is friendly and easy going

Shorehaven has undergone significant capital investments over the past few years, including building a Nantucket style Clubhouse, 4 new paddle ball courts, and a new pool building. We are currently building out a new Paddle/Camp Pavilion.

Given its unique location, fabulous links style golf course and new facilities, Shorehaven is one of the few golf courses in Fairfield County to enjoy a wait list of substance (approximately 50 families, with a three year wait to become a full golf member).

The Club benefits from a young, energetic staff that has been embraced by membership and the Board. This includes a new Executive Chef, our Course Superintendent, our Clubhouse Manager and our Head Golf Professional. This team has also been central to building a thriving events and weddings business.

With an excellent financial position and robust membership, Shorehaven plans to continue to upgrade its facilities and services to become a leader in its marketplace and provide a consistently outstanding membership experience. The Club is operating smoothly, but as always, there are opportunities to take the membership experience to the “next level”.

SHOREHAVEN WEB SITE: <https://shorehavengc.org>

GENERAL MANAGER/COO POSITION OVERVIEW

The General Manager/COO will have responsibility for all day-to-day operations of the Shorehaven Golf Club. He/she will direct and administer all functional aspects of the operations, converting agreed strategies into specific initiatives and actions. With its newer facilities and its supportive staff, Shorehaven is now looking to raise the bar even more on the standard of services it provides to its members across all functional areas. The new GM should be passionate about providing an exceptional member experience, detail oriented, skilled at project management and a motivational leader who can inspire others to innovate and raise their own personal standards for high performance. The new GM should also be knowledgeable about industry technology, key industry trends and innovative in management style and operational processes.

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

- Proven and verifiable leadership qualities with demonstrated ability to direct, coordinate, and control all facets of a busy, full service country club with a \$10 Million operating/capital budget
- Detail oriented manager, with the ability to effectively manage complicated projects or reengineer operating processes and management policies
- Unquestioned integrity and exceptional core values
- Be able to be a humble, but confident “thought partner” with the Board, and able to make decisions and recommendations based on industry knowledge, experience, and confidence in his/her own ability to deliver

KEY ATTRIBUTES DESIRED:

- 5-7 year of GM experience running a P&L in a good size service business or Club. Non-current GM’s will be considered, but only with a proven track record of advancement and impact at a quality club
- 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
- An excellent communicator who can effectively engage with staff, board, and members, as well as contributors outside of the club who are essential to its success
- Ability to set goals and execute them successfully, as well as being able to initiate change, build consensus and commitment among the department heads on key initiatives
- Process driven leadership; setting standards for how we do business to drive performance and ensuring that they are consistently maintained. We want to professionalize our management processes
- The new GM should have a professional, executive demeanor but also be a “doer” – i.e. willingness to roll up their sleeves and be “hands on” at appropriate times
- 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 the annual operating and capital budgets
- Sincere and consistent member and staff engagement as the “face of the club.” Being highly visible, interactive, and engaging, and knowing how to balance administrative functions with key engagement opportunities is very important
- Ability to identify and rollout new technology platforms and capabilities as appropriate
- Continue to build a strong team through good hiring, training, and communication practices, and developing a culture of teamwork and cross education/training

CORE SKILLS AND COMPETENCIES REQUIRED

- A Team Builder. A person who embodies the persona of ultimate coach and motivator, bringing out the best in others by setting clear goals and expectations, providing consistent feedback and support, and treating others with respect and professionalism
- A confident, respectful, and competent professional who is a doer and take-charge person and who recognizes the importance of accountability. A creative problem solver who commands respect through professional interactions and integrity
- Passion for the role, with a positive, thoughtful demeanor conducive to a fun, personalized member centric environment
- A consummate professional who can design and rollout management processes to improve efficiency and ensure consistently high standards of performance
- Strong organizational skills and an obsession with details necessary to achieve high levels of quality, satisfaction, and outstanding member experiences and high levels of staff satisfaction
- An innovator who is willing to experiment with new ways of doing things and new technologies or processes
- Experience in overseeing construction projects is a plus but not essential
- A diplomatic person who can say “no” when appropriate, without alienating members or staff when doing so
- An outgoing individual with a sense of humor and style that is commensurate with the culture and expectations of a friendly, fun, and supportive membership and staff

EDUCATIONAL AND CERTIFICATION QUALIFICATIONS

- Four year college degree
- From the club industry, Certified Club Manager (CCM) designation is desirable but not necessary

SALARY AND BENEFITS

Salary and benefits are competitive

INSTRUCTIONS ON HOW TO APPLY

Please send your resume and a thoughtful cover letter to Eric Armour at Earmour@shorehavengc.org