

Job Title:	General Manager/COO
Reports To:	Club President and Board of Directors
Direct Reports:	Head Golf Professional Golf Course Superintendent Clubhouse Manager Executive Chef Club Controller
Salary Range:	Commensurate with qualifications and experience
Benefits:	Health insurance, dental, life, disability, 401(k) with club match, paid time off, discount meal program, CMAA dues and professional development package

Position Overview:

The General Manager/COO serves as chief operating officer and oversees all aspects of the Club, the relationship with its Board of Directors, members, guests, and employees. The GM/COO is responsible for providing club leadership to achieve overall performance expectations and objectives to meet the club's vision and goals set by the Board of Directors.

The GM/COO will have working knowledge of all facets of club operations with a strong emphasis on financial management, member services and strategic planning. The candidate is responsible for the performance of the organization's overall financial results through managing the clubs P&L. Also is responsible for human resource requirements, protection and maintenance of all physical assets for the club. The GM/COO is responsible for tactics and strategies that emerge from the Board of Directors and Club Committee meetings.

The GM/COO requires exemplary leadership skills with the ability to foster a culture of solidarity and team work throughout the club. The candidate must have strong interpersonal and communication skills. Also, the individual must be an effective listener to ensure that employee and membership experience is executed at a high standard.

Skills/ Essential Functions:

Leadership:

- Demonstrate operational strength in a complex environment.
- Set clear goals and expectations to senior management and staff to perform to the full scope of their professional positions.
- Lead and inspire employees to work to their best capabilities in order to achieve the highest possible standards in member services.

Finance:

- Direct operations of the club, focusing on day to day operations of the business to meet budget, financial and performance goals.
- Hold department heads accountable for income and expenses relative to their departmental goals and objectives.
- Oversee the preparation and management of annual operating and multi- year capital budgets supporting the strategic and tactical initiatives and expectations that are established with the Board.
- Secure and protect the clubs assets, including facilities and equipment.

Hospitality/Food & Beverage:

- Maintain exceptional member relations and facilities by creating a quality environment through staffing, programming, service, operations and maintenance.
- Lead our club house operations to ensure the highest quality standards for food, beverage, event and related services.
- Be efficient in member communication and utilization of contact management programs to ensure club messaging is appropriately distributed.

Legal/Committee Relations

- Safeguard that the clubhouse and facilities are in full compliance with safety, environmental, laws and other regulations.
- Ensure compliance of applicable human resource federal and state requirements.
- Act as support to the Board of Directors in keeping By Laws current.
- Participate in club committee and Board of Directors meetings.

Board/Strategy/Vision

- Work in partnership with Board of Directors on strategic planning with the ability to clearly translate strategy of operational goals and objectives to department leaders.
- Stay current in industry trends and new technology in club operation to position PCC in strong standing in the Rochester Community.

Requirements:

Bachelor's Degree *preferred*

Minimum of 3+ years management experience in private country club, or equivalent hospitality management experience

Proven track record of strong budgetary and operational management skills

Golf course operational knowledge preferred

Proficient use in Microsoft Office, (Outlook, Excel, PowerPoint), knowledgeable in Website and Contact Management Systems.

Applications to: searchcommittee@penfieldcc.org

Applications due Feb 25th at 12 Noon