

Alexandria Golf Club

General Manager

Job Description

Position Overview

The General Manager is hired by the Board of Directors, reports to the Board President and is responsible for carrying out the Board's policies and directives.

The General Manager is accountable for the financial performance and all areas of operations for the Club, and on a daily basis directly manages all clubhouse functions and will ensure the synergism of all Club activities. The General Manager is the Board's bridge to the staff and committees and enables the Board to avoid the intricacies and short-term focus that is the staff's responsibility. This position will allow the Board to work more exclusively on the strategic and long-term focus of Club governance.

Operational Responsibilities

- The General Manager will provide day to day overall management of the Club and be physically at the Club the majority of the time to communicate with our membership and assist our staff in the operation of the Club's activities.
- The GM is responsible for the development and implementation of all service/operating standards training.
- The General Manager will lead the development of implementing and monitoring the processes to attract new members and revenue creating events. Club activities are developed by both management staff and AGC committees.
- The General Manager will provide leadership oversight of clubhouse operations, and along with the Food & Beverage Manager, lead activities including the Main Restaurant along with event spaces which include the Resorters Pub and Lehman Event Center.
- The GM ensures the Club is compliant with regulatory requirements (Food, Liquor, Health, etc.)
- The General Manager, working with the President and Finance Committee Chairman, is responsible for monitoring the financial health of the Club, developing budgets for Board approval, and projecting cash needs.
- The GM will serve as the Club's knowledge expert and internal source for training staff on fully utilizing the Total e Club management software system.
- The General Manager will lead the efforts to develop and manage the digital document file and email system for the Club transitioning to Google Cloud Services and Google App for Business.

Personnel Management

- The General Manager has hire and discharge authority of club personnel with the exception of the Course Superintendent and Head Professional. These hire and discharge decisions require Board and President approval.
- The General Manager will develop, maintain, and disseminate a fundamental management philosophy that recognizes our staff is a key part of our competitive advantage.
- The GM will help design programs intended to motivate and improve the performance of staff members. These programs and initiatives should consider the needs of members and the staff.
- The primary task of the General Manager is to ensure that direct reports goals and objectives are defined, understood, evaluated and enhanced on a continual basis.
- The General Manager will develop and monitor basic personnel policies consistent with the Board's desire to treat employees fairly at all times, and compliant with laws and regulations.

Leadership

- The General Manager is responsible for providing energized, motivated leadership for key managers and staff. He/she is innovative and accepts responsibility for Club performances in all areas. Additionally her/she provides consistency and continuity for the Club, and exhibits strong executive leadership to all areas of the operation, including Board and committees. The General Manager will advise new Presidents to ensure continuity of the Club's operations/procedures.
- Quality communications with the Board, employees, and members are an important part of leadership.
- The General Manager is a decision maker. He/she will make decisions, within the scope of the position, take responsibility/ownership and share the success.
- The General Manager is highly visible to both members and staff, and listens to their input, praise and criticisms.

Requirements

- Passion for success with high energy and the proven ability to drive successful change while delivering strong results.
- Strong strategic vision and effective communication skills.
- Consistent track record of successful employment with at least 5 years of leadership experience.
- Bachelor degree in business administration, hospitality management, or related field of study from an accredited university.
- Understanding and experience working in the hospitality industry.

- The ideal candidate would have direct experience managing food and beverage operations, special events and golf club management.

- Demonstrated professional track record in the areas of:
 - Financial management
 - Vendor relationship management
 - Human resource management
 - Understanding of technology
 - Food and beverage operations
 - Public speaking, business writing (communications) and meeting facilitation.

Application Process

Please submit resume with letter of interest and any questions to info@alexandriagolfclub.com with **GM Position** as the subject line. Applications will be reviewed and interviews conducted on an ongoing basis until position is filled. Preference is to make a hiring decision by September 2018.