

General Manager: Sweetwater Country Club – Sugar Land TX

JOB DESCRIPTION:

POSITION DESCRIPTION SUMMARY

The General Manager is responsible for overseeing and providing direction in all aspects of management of the golf club, including golf operations, course maintenance, member service, sales and marketing, food and beverage, accounting/budgeting and human resources.

ESSENTIAL RESPONSIBILITIES

- Maintaining positive and productive relationships between the customers, Members, guests, employees, Boards and Committees if applicable, community, government and industry.
- Coordinating and administering the golf club's policies.
- Developing operating policies and procedures and delegating goals to department managers.
- Implementing and monitoring the budget, monitoring the quality of the golf club's products and services, and ensuring maximum value of services to customers and/or members.
- Securing and protecting the golf club's assets, including facilities and equipment.
- Guiding and assisting the owners in the development of the club's long- and short-range objectives, goals, policies and programs.
- Oversees supervision of all food and beverage department functions.
- Directs upkeep and repair of all facility buildings. Assists and advises employer with long-range plans for improvements to the facility.
- Monitors operation of golf program, including teaching, scheduling, tournaments, locker rooms, driving range, cart rentals, and pro shop facility.
- Ensures that sound relationships are maintained between staff and customers and/or members, and that proper consideration is given to customer and/or member complaints and suggestions.
- Defines, recommends and controls operating and financial objectives; works with department managers to develop short- and long-term plans and programs with supporting budget requests and financial estimates for each department and the entire operation. Presents proposals to the employer for approval.
- Serves as liaison with civic organizations to maintain cordial community relations.

Other Responsibilities

- Develops, maintains and administers strategic long-range and annual organizational and business plans.
- Coordinates, as appropriate, facility inter- and intra-committee activities.
- Prior success in membership growth and retention.
- Human resource management skills in employee relations, management styles, organizational development, work/family balance, time management, stress management, labor issues and leadership vs. management.
- Knowledge of building and facilities management in the areas of preventive maintenance, insurance and risk management, clubhouse/building remodeling and renovation, contractors, energy and water resource management, housekeeping, security and laundry operations.
- Excellent oral and written communication skills.
- Effective negotiation skills.
- Excellent presentation skills.
- Must always demonstrate a positive attitude.
- Must provide outstanding customer service to all internal and external customers.

Budget Control

- Develop and operate the property at budgeted financial levels. If those levels are not being achieved, adjustments to the operating plan, including expense mitigation and development of additional revenue streams, are required. Lack of adjustments to operating plans resulting in improved financial performance, or a continued lack of ability to execute at budgeted levels, can result in disciplinary action up to and including termination.

Security/Confidentiality

- Personnel information

EDUCATION AND/OR EXPERIENCE

- Degree in management, business administration, hotel and restaurant management, or related field preferred.
- Minimum three to five years management experience at a public golf course or private club, and significant hospitality industry experience, such as golf course management, hotel, resort, restaurant, retail or sports management.
- Knowledge of accounting and financial management principles including uniform system of accounts, financial analysis, budgeting, cash flow forecasting, compensation and benefit administration, financing capital projects, audits, internal revenue service, computers, business office organization and long-range financial planning.

REPORTING RELATIONSHIPS

- Directly To: Sr. Vice President/ COO

TO APPLY -Email resume to:

Hagen Cleek
Vice President of Private Clubs
Encore Leisure Group, LLC
hcleek@encourelisuregroup.com