

# General Manager/Chief Operating Officer

## Position Description Summary

Chief Operating Officer of the club. Manages all aspects of the club including its activities and the relationships between the club and its Board of Directors, members, guests, employees, community, government and industry. Coordinates and administers the club's policies as defined by its Board of Directors. Prepares reports requested by the Board and reports to the Board on the effectiveness of the club's policies, operations and new programs. Develops operating policies and procedures and directs the work of all department managers. Secures and protects the club's assets, including facilities and equipment. Assures that the club is operated in accordance with all applicable local, state and federal laws. Implements and monitors the budget, monitors the quality of the club's products and services and ensures maximum member and guest satisfaction. Participates in outside activities that enhance the prestige of the club and broadens its scope of operation by fulfilling its public obligations as a participating member of the community.

The GM/COO is hired by the club's Board of Directors and reports to the Club President and Board of Directors. The club GM/COO supervises the Assistant General Manager (Club House Manager); Food and Beverage Director; Controller; Membership Director; Director of Human Resources; JR Director; Regatta manager; Dockmaster; Facilities Manager

## Preferred Criteria/Experience

- Honesty, integrity, accountability, leadership and dedication to the job and club industry
- Demonstrated interpersonal relations skills
- Excellent communication skills (i.e., verbal and written)
- Demonstrated competency in club administration and substantial experience in club or hospitality industry management
- Able to communicate the club's vision
- Membership in the Club Managers Association of America (CMAA) and other relevant professional associations

## Duties May Include

- Implementing general policies established by the Board of Directors and directing their administration and execution
- Attending meetings of the club's Executive Committee and Board of Directors
- Coordinating and serving as an ex-officio member of appropriate club committees
- Planning, developing and approving specific operational policies, programs, procedures and methods in concert with general policies
- Coordinating the development of long-range and annual business plans
- Coordinating development of operating and capital budgets according to the budget calendar
- Analyzing financial statements, managing cash flow, establishing controls to safeguard funds, reviewing income and costs relative to goals and taking corrective action as necessary
- Developing, maintaining and administering sound organizational plans and initiating improvements as necessary
- Establishing, initiating and monitoring basic personnel policies, training and professional development programs

- Providing advice and recommendations to the President and committees about construction, renovations, maintenance, materials, supplies, equipment and services not previously authorized in approved plans and/or budgets
- Welcoming new club members and attending club functions to meet and greet club members and their guests
- Reviewing and initiating programs to provide members with a variety of popular events
- Coordinating marketing and membership relations programs to promote services and facilities to potential and present members.
- Overseeing the care and maintenance of physical assets and facilities
- Ensuring the highest standards for food, beverage, sports and recreation, entertainment and other services
- Establishing and monitoring compliance with purchasing policies and procedures.
- Working with department heads to schedule, supervise and direct the work of all employees
- Attending conferences, workshops and meetings to keep abreast of current information and developments in the field

#### Education and Certifications

- Bachelor's degree from a four-year college or university.
- Hospitality Management major preferred. (Substantial private club or hospitality industry experience may be considered in lieu of a formal college degree.)
- Certified Club Manager (CCM) designation offered through CMAA or in current pursuit of this designation is desirable
- Certified Club Executive (CCE)