



OGDEN GOLF & COUNTRY CLUB

Est. 1914

Club General Manager Job Description and Responsibilities

Position Summary:

The General Manager of the Ogden Golf and Country Club (OGCC) shall be responsible for the day-to-day operations of the Club, reporting directly to the club's Board of Directors. This position is responsible for all aspects of the club's management with special attention given to clubhouse operations leadership with respect to food and beverage management, event planning, and maximizing overall member satisfaction. This position will create, implement, and monitor all the club's budgets and be accountable for the overall profitability and financial management aspects of the club. This position will develop and collaborate an ongoing marketing plan to attract new members and events to the OGCC. This position will represent OGCC within the community, local businesses, and industry.

Job Responsibilities:

- Responsible for overall membership services to ensure an outstanding experience for all OGCC members and guests.
- Fosters relationships with all members and welcomes all new guests.
- Responsible for all financial management aspects of the club's business including: club bank accounts, accounts payable/receivables, audit controls, and account reconciliations. This position will provide financial reporting to the club's Treasurer and Finance Committee Chairperson monthly.
- Protects the assets of the Club.
- Establish and maintain a "best practices" approach in controlling expenses while maintaining member satisfaction.
- Provide financial oversight for all capital purchases.
- Implement productivity and cost savings opportunities that do not detract from member/guest quality and service standards.
- Ensures the club is not placed in a position of liability by non-compliance with regulatory requirements and acts of negligence, or poor management decisions.

- Make recommendations as needed to adjustment of budgets, changes in cash flow needs, and other financial matters are to be communicated on a timely basis to the Board of Directors, with appropriate suggestions for remedial action.
- Assist Committees in their capital budget prioritization deliberation and coordinate this process through the Board of Director's approval process.
- Provide an annual report to the Board of Directors and include results of staff performance appraisals and salary/compensation recommendations.
- Serves as the Facility Manager for the entire property.
- Improves and maintains the club's web site to ensure the site attracts outside club interaction and provides member service information in an easy-to-use experience.
- Fully utilize and improve the use of the club's available technology, including the Jonas System.
- Oversees the development and successful implementation of all marketing and member relations programs.
- Attends regular meetings of the club's committees and provides advice and recommendations where appropriate. Serves as an ex-officio member of the club committees and the Board of Directors.
- Participate in appropriate community activities to enhance the Club's image and public awareness. Develop and manage a plan for OGCC to give back to the local community where possible.
- Attract and maintain new business relating to club outings, events and member-sponsored Clubhouse functions and other new business.
- Support and monitor the processes to attract new members and revenue creating events. These activities are developed in collaboration with both OGCC management staff and supporting committees.
- Manage the following positions and all related supporting staff: Office Manager, Chef and Bar Manager.
- Hire, train and manage all office staff. Work with the Chef and Bar Manager to hire and train all clubhouse staff.
- Develop, maintain, and disseminate a fundamental management philosophy that recognizes our staff is a key part of our sustainable competitive advantage and overall outstanding membership services.
- Manage and clearly define direct reports goals and objectives. Providing consistent feedback towards continuous improvements.
- Develop and monitor basic Human Resource policies consistent with the Board of Directors desire to always treat employees fairly and remain compliant with laws and regulations.
- Maintains all approved club by-laws, policies and procedures including but not limited to; general, operational, membership, and personnel policies. Recommends changes to such bylaws, policies, and procedures when necessary.
- Manages policies and procedures related to OGCC employees including but not inclusive of; benefits administration, record keeping, and performance evaluations.
- Directly lead our clubhouse operations ensuring the highest quality and standards of food, beverage, catering, and related services.

- Provide quality communications with the club's President, Board of Directors, employees, and members.

Key Success Factors:

- This position is a decision maker within the overall management of OGCC. This position will take responsibility / ownership and share in the club's overall success.
- This position is highly visible to the OGCC's members, guests and staff. Listening to their input, praise and constructive criticisms towards constant improvement will lead to outstanding outcomes.
- Ability to demonstrate a professional track record in the areas of:
 - Financial Management
 - Marketing Planning and Competitive Analysis
 - Vendor Relationship Management
 - Human Resources Management
 - Project Management
 - Information Technology
 - Public speaking, business writing, and meeting facilitation
 - Food and Beverage Operations Management

Job Requirements:

- Bachelor's degree in business administration, hospitality management, or related field of study from an accredited university or equivalent experience. Minimum of 3 years of experience in golf course management; solid computer skills including MS Office.
- Previous experience of managing an operating budget with P&L responsibilities.
- Previous management experience including managing direct reports.
- Expertise in service excellence.
- Direct experience managing food and beverage operations as well as special events.

NOTE: This job description is not intended to be all-inclusive. The Club General Manager may perform other related duties as needed to support OGCC and the Board of Directors.

Interested candidates should send resumes to: Chris Durrant chris@big3consulting.com.