

## **General Manager Position**

### **Quail Creek Golf and Country Club**

Quail Creek Golf and Country Club is an established and vital part of the Quail Creek community and the northwest section of Oklahoma City. The Club is situated on 158 acres with 125 acres devoted to the golf course. Quail Creek Golf and Country Club has played host to many prestigious events in the past that include: The Oklahoma City Open, 1962 to 1968 (won by Arnold Palmer in 1964 and Tony Lema in 1966), the Southwestern Bell Golf Classic from 1987 to 1990 and the Heartland Pro-Am (benefiting the Children's Daycare Center that was devastated in the bombing of the Murrah Federal Building) in 1995. The course was recognized in 1965 by Sports Illustrated magazine as having the "Best 17th Hole in America." A total course renovation was completed in the Fall of 2018 providing the membership a beautiful, distinctive and challenging golf environment. The fitness center was recently renovated and updated with state-of-the-art equipment. The club is currently undergoing a renovation of the restaurant facilities. With club revenues at \$7.5 million the membership is active and engaged.

#### **Job Description**

The General Manager (GM) reports to the Executive Committee and Board of Directors at Quail Creek Golf & Country Club. The GM is expected to provide quality leadership for the Club, ensuring that members enjoy the finest level of service and that the club offerings are attractive to potential new members. The potential candidate will have experience in a leadership position with a proven track record of success. He/She is expected to be a proactive visionary for the Club and display excellent communication skills with both members and staff. He/She is responsible for the success of all aspects of the Club goals and is expected to devote his/her full time and attention to operations, planning, staff management and mentoring. The GM has full responsibility for all day-to-day areas of the operations, including the oversight of the Club's financials and budgets. Previous experience with project management and construction is advantageous.

#### **Candidate Areas of Focus and Proficiency**

- Assume financial responsibility
- Develop metrics to measure departmental performance and improvements
- Instill a culture of hospitality and a family atmosphere
- Improve member experience, especially in Food and Beverage
- Membership marketing
- Develop plans and training to improve member services, programming and satisfaction

#### **Candidate Qualifications**

The ideal candidate will either be an established, successful, visionary General Manager at a club known for exceptional member experiences or be an Assistant General Manager or Clubhouse Manager viewed as a club management "superstar" with a minimum of highly successful management in a top tier club.

- Highly visible and engages with both members and staff
- Possess especially strong communication skills, both verbal and written
- Possess honesty and integrity
- Experience mentoring, recruiting, retaining and leading a "top talent" staff

- Possess especially strong financial and business skills
- Proven experience providing “best in class” service levels for members and guests
- Understanding of and experience in membership demographics, marketing and retention
- Experience successfully recruiting new members, especially young families
- Experience building up family amenities: pool, fitness, tennis, youth programs, etc.
- Strong understanding of golf and golf course maintenance operations
- Experience improving, updating, renovating and remodeling Clubhouses and facilities.

#### **Direct Reports**

- Assistant General Manager
- Director of Golf
- Golf Course Superintendent
- Membership Director
- Director of Tennis
- Controller

#### **Educational and Certification Qualifications**

A bachelor’s degree in business administration, hospitality management, or a related field of study is preferred. Possessing the CMAA’s Certified Club Manager (CCM), or pathway towards CCM is advantageous.

#### **Instructions on how to apply**

Please forward your resume and cover letter to:

Larry Marx, CCM, CCE  
Interim General Manager, COO  
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***No phone calls, please***