



ABOUT MARLBOROUGH COUNTRY CLUB

Marlborough, MA | Marlborough Country Club (MCC) holds a rich and storied history dating back to its opening in 1922. The club inaugurated its course with a celebrated four-ball match that featured U.S. Open Champion Francis Ouimet and his partner Larry Paton, who triumphed over Ed Childs and Parker Schofield. The evolution of MCC includes significant expansions and redesigns that have shaped its current layout. Initially a nine-hole course designed by Wayne E. Stiles, the club expanded in 1970 under the direction of Geoffrey Cornish, adding nine more holes to create the present-day front nine. These nine holes were able to be constructed due to a land purchase from the city. As part of the charter established in the purchase, MCC continues to be a good neighbor allowing limited public play at the club annually. This 18-hole, par-71 course stretches over 6500 yards from the championship tees and provides various tees to accommodate different skill levels.

The course layout, with its rolling terrain and tricky greens, has received acclaim from numerous golf professionals and enthusiasts. Over the years, MCC gained prominence as one of the inaugural hosts of the PGA Senior Tour from 1981 to 1983, with famed golfers like Don January, Arnold Palmer, and Bob Goalby winning at the club. MCC is also active within Mass Golf and the New England PGA Section hosting various events and qualifiers over the years.

MCC's legacy is not merely about its golf course or the tournaments it has hosted, but also about its community and resilience. Throughout the years, the club faced several adversities, such as the fire in 1933 that destroyed much of the clubhouse and another in 1977 that damaged the restaurant. Today, MCC is a member-owned and managed establishment, continuously evolving while honoring its historic roots, standing testament to its founders' vision and the community's unwavering dedication.

CLUB DETAILS

Course Access: Semi-Private (Limited public play permitted on Monday-Tuesday, events permitting)

Number of Holes: 18

Number of Total Memberships: 281

Individual Golfing Members: 340

Average Age of Membership: 57

Average Rounds: 25,000

Primary Golf Season: April-November

Club Website: marlboroughcc.com

POSITION OVERVIEW

Title: General Manager

Reports to: Club President and Board of Directors

Supervises: Head Golf Professional, Golf Course Superintendent, Executive Chef, Office Staff

Position Description: The General Manager will be a visionary leader of the historic club. The position will focus on leading and building a dynamic, member-focused team. Other key areas of focus include oversight of the club's finances, food and beverage operation, and communications with an eye toward innovative technological efficiencies that enhance the member experience.

ESSENTIAL JOB FUNCTIONS

- Oversee the daily operations and strategic vision of the club
- Recruit, train, and develop strong department heads
- Oversee a first-class food and beverage operation
- Strong fiscal steward of the club's assets
- Create a member-first service culture for the staff
- Liaise with the Board of Directors
- Maintain a growth mindset focused on continuous improvement of self, the team, and the club

KEY DESIRED SKILLS

- **Leadership and Team Building:** Strong leadership skills, including team and culture building, are crucial. The General Manager should have the ability to unify the team, enforce structure and processes, and hold staff accountable while fostering an environment for growth.
- **Financial Management and Business Acumen:** Responsible financial management is emphasized, including managing budgets that are updated regularly. The General Manager should possess solid business acumen and experience in implementing cost-saving programs to enhance financial performance.
- **Strategic Vision and Planning:** The ability to see the big picture, create a vision, and execute strategic plans is essential. The General Manager must align with the board's vision and translate it into financially responsible actions that support the club's growth.
- **Communication and Adaptability:** Establishing clear communication channels and maintaining flexibility to adapt to various situations are important. Being able to facilitate and coordinate meetings and information for both staff and members is vital for smooth operations.
- **Member and Customer Focus:** The General Manager should be solution-oriented, trustworthy, and capable of listening to the member base, adjusting to their needs to enhance the overall member experience.

SUCCESS AFTER YEAR 1

- **Cultural Building and Clear Communication:** Success entails solidifying and building a culture characterized by clear communication and expectations flowing seamlessly from management to support staff.
- **Financial Stability and Growth:** Achieving a break-even or profitable status for the club through responsible financial management is crucial. Growth in membership and sustaining financial stability are key indicators of success.
- **Membership and Staff Engagement:** Ensuring that the club operates as a true private members' club, where membership views the club positively and relationships with staff are strong. Success involves members and staff feeling valued, respected, and having opportunities for growth.
- **Operational Excellence and Facilities Management:** Meeting goals defined by the board, such as managing operations to meet or exceed budget, while maintaining high-quality facilities and providing a quality golf experience, is essential.

- **Innovation and Leadership in Transition:** The ability to step into the role seamlessly, introduce fresh ideas, and gain the respect of both employees and members. Demonstrating effective business management and leadership to create a cohesive, positive environment is paramount.

MOST IMPORTANT ASPECTS OF THE ROLE

- **Leadership and Vision:** A strong leadership ability is essential, ensuring that the club moves cohesively in the same direction. The General Manager should embody the club's culture and goals, aligning with the vision of management and the Board of Directors (BOD).
- **Financial Acumen and Management:** Effective financial management is crucial, including managing the club to meet budgetary constraints, facilitating membership growth, and making informed and sometimes difficult decisions to keep departments on track.
- **Operational Oversight and Coordination:** The General Manager should oversee daily operations, execute strategic initiatives, and effectively coordinate between various departments. Maintaining a high-quality membership experience is the key focus.
- **Communication and Interpersonal Skills:** Clear communication and strong people skills are vital for successful collaboration between departments and serving as an effective link between the membership, BOD, and other stakeholders.
- **Integrity and Accountability:** Sincerity and honesty to the membership and BOD are important for building trust and ensuring transparent operations. The manager's ability to act as a central figure in maintaining the club's integrity and facilitating its continued success is highlighted.

EXPERIENCE AND QUALIFICATIONS

Including, but not limited to, the following:

- A minimum of 5 to 7 years of progressive leadership/management experience in an active club or similar hospitality environment is desired.
- A bachelor's degree in hospitality and/or business management. In lieu of a degree, substantial club or hospitality experience will be considered.
- CCE, CCM, CMC certifications, or PGA Specialized, Certified, or Master Professionals in Executive Management are preferred.

- A leader who brings out the best in those around him/her by setting clear goals and expectations, and providing timely and appropriate feedback.
- Strong team building skills with experience recruiting, training, guiding, developing, and maintaining staff.
- Demonstrated success in managing the finances of the overall operations, including capital project management, to remain within budget, while also ensuring overall high levels of satisfaction in terms of service.

COMPENSATION AND BENEFITS

The club will provide compensation and benefits packages commensurate with experience and qualifications. This includes but is not limited to:

- Competitive Base Salary
- Annual Bonus
- Competitive benefit plan including PTO, health insurance, association dues, education and travel allowances

APPLICATION INSTRUCTIONS

All applications **MUST** be submitted through the PGA of America's Career Services Department as described below.

Resume deadline is January 24, 2024 at 11:59 pm Eastern Time

Combine your cover letter, resume, references, and any supporting documents into one (1) PDF document with the following file naming convention: **Last Name, First Name, Marlborough Country Club, General Manager**. Please address all correspondence to - **Marlborough Country Club Selection Committee**

Click on the link below to apply:

<https://pgaservices.my.site.com/s/case/500Ph00000PN4RmIAL/job-post-case-for-kate-whittier-at-marlborough-country-club>

