



## **Overview:**

Marlborough Country Club is seeking to find a General Manager. MCC, founded in 1922 stands out as one of the most prestigious and beautiful golf courses in the Metro West and Worcester County areas. Its tree-lined fairways and sloping greens and fairways will challenge both the casual and competitive golfer alike. The clubhouse offers panoramic views of the beautifully landscaped championship golf course. MCC is a special place where members, guests, families and couples enjoy championship golf, Golf Pro Shop with the latest offerings in gear, 19th Hole Restaurant and Lounge, outdoor dining on the Deck, and private rooms for parties and other events. The club is rich with history hosting many famous golf championships that included Arnold Palmer, Chi-Chi Rodriguez and the Bob Hope Classic among others. As we approach our 100-year anniversary, we are seeking to find the right individual who will help shape the next 100 years for MCC.

Marlborough Country Club  
General Manager Job Description

Club Information  
200 Concord Road  
Marlborough MA 01752

Number of Members                ~ 300  
Gross Revenues                    \$3,000,000

## **Job Summary:**

The General Manager (GM) will be responsible for the successful and profitable operation of all aspects of the course and its associated facilities. He / She will assume overall responsibility of Marlborough Country Club including its day to day operations, activities and relationship between its members, employees and community as well as securing and protecting the Club's assets, including facilities and equipment. The GM will enforce compliance with club regulations and club policies and procedures as defined by its Board of Directors. Additional key responsibilities include developing, implementing and monitoring the budget, ensures the quality of the club's products and services, including Food & Beverage, assists in recruiting new members, creates and executes project plans and marketing initiatives that assists in growing the Club's revenues. The General Manager will be responsible for hiring a dedicated team of professionals and ensure that all staff are trained and display professional and respectful service that delivers key results as outlined in our Member Experience initiative. The GM will insure that a dedicated team of professionals is in place to effectively execute the club's business plan, while achieving the stated financial objectives of the club.

## **Position Characteristics:**

The characteristics of a successful GM include honesty, integrity, accountability, leadership, creative forward thinker and dedication. The GM must demonstrate interpersonal relationship skills, be a good communicator, listener and motivator, be administratively competent and able to effectively communicate the club's vision. Someone who is very professional but is also a doer – someone who is willing to roll up their sleeves and be "hands on" as needed.

**Principal Responsibilities:**

- Assists in and coordinates the development of the club's long range and annual (business) plans.
- Oversees and coordinates development of operating and capital budgets; monitors monthly and other financial statements for the Club; takes effective corrective action as required. Reports to BOD monthly.
- Working with the Board of Directors, the GM hires, manages and develops department heads according to Company guidelines, including the food and beverage manager, golf course superintendent and all other department heads; meets with department heads on a regular basis to ensure departments are performing to stated goals.
- Complies with the terms of purchasing agreements and vendor contracts.
- Implements general policies established by the Board of Directors; directs their administration and execution.
- Plans, develops and approves specific operational policies, programs, procedures and methods in concert with general policies.
- Ensures that the "Member experience" platform is implemented and that all staff are working to a higher potential.
- The GM works with the other Managers and the Board to ensure that all Club communications, ordering, billing and other "back-office" functions are kept up-to-date and accurate.
- Maintains the Club employee policy; initiates and monitors policies relating to personnel actions and training and professional development programs. Attends local conferences, workshops, and meetings to keep abreast of current information and developments in the field.
- Leads the marketing and membership relations programs to promote the club's services and facilities to potential and present members and is expected to add a net increase to membership each year.
- Leads and manages a variety of capital development and improvement projects
- Analyzes financial statements, manages cash flow and establishes controls to safeguard funds. Reviews income and costs relative to goals; takes corrective action as necessary
- Serves as the community liaison for the club; meets with special interest groups when necessary. Participates in outside activities or networking groups to promote or enhance the prestige of the Club; broadens the scope of the Club's operation by fulfilling the public obligations of the Club as a participating member of the community.
- Consistently ensures that the club is operated in accordance with all applicable local, state, and federal laws.
- Enforces comprehensive safety programs for employees, members, and guests on course in compliance with local, state, and federal laws.
- Communicate with the Board of Directors regularly.

**Reports to:**

Club President and Board of Directors

**Supervises:**

Restaurant Managers: Executive Chef; Bookkeeper; Office Manager; Golf Professional; Golf Course Superintendent; Banquet Manager; Maintenance staff



**Position Requirements:**

**Experience:**

- Proven leadership experience
- Proven experience in leading and managing capital investment projects
- Prior experience in the hospitality and/or food and beverage management.
- Experience and background in the golf industry to include experience in golf membership recruitment and retention
- Senior management roles in operations, finance and business development, profit and loss responsibility and customer procurement is a critical performance parameter

**Education:** The ideal candidate will possess a bachelor's in business and/or degree in the Golf industry and/or hospitality industry.

**Core Competencies and skills:**

The candidate must possess strong leadership skills, entrepreneurial spirit, driven for excellence and quality work and have good interpersonal skills to deal with employees, club members, golf professionals and members of the public using the course. The MCC GM position requires excellent analytical and financial skills to develop and monitor budgets so that the club operates at a profit. He/She must have marketing and customer service skills to attract and retain members of private clubs or customers of public courses. He/She must also be familiar with the practical and financial aspects of managing golf course facilities, restaurants, clubhouse and the course itself.

**Base Salary:** The position offers a salary commensurate with the candidate's experience, qualifications and proven ability to cover all of the responsibilities of managing a private club, retail operation, restaurant or other hospitality type small business with a strong emphasis on customer service, communication, and member retention and recruitment.

**How to Apply:**

Please forward resume to [sleblanc@marlboroughcc.com](mailto:sleblanc@marlboroughcc.com)