

## December, 2020

Meadow Brook Golf Club, established in 1898, is a family-oriented, member-only club in Reading MA. In addition to our challenging 9-hole golf course, we have a 6-lane pool with a diving board, and both clay and asphalt tennis courts. We have an active family program including swim lessons, competitive swim team and racquet programs. In April of 2020, we lost our clubhouse to a devastating fire and are in the process of rebuilding. The new clubhouse and patio, scheduled to open July 2021, will provide food and beverage services to the membership and accommodate functions for members and a limited number of private events. The successful candidate will have a unique opportunity to lead our grand opening.

### *Key statistics:*

Total members: 350 families

Corporate members: 175

Total revenue: \$2.5M

F&B revenue: \$600K

Club is open April to November with limited service in March and December

The ideal candidate is expected to be highly visible, able to manage a budget while delivering an exceptional service experience and be an open and effective communicator to both staff and our membership. We are seeking a highly capable professional who can demonstrate teambuilding skills and positively guide the Club through transitions -- including moving into a new clubhouse and adapting to the expectations and changing demographics of today's Club members. Please see the attached Club Manager Job description for an enumeration of specific duties and performance requirements.

This is a full time, year-round position with salary commensurate with experience. The position offers a benefit package which includes medical insurance.

Interested applicants are invited to submit resumes, with cover letters articulating why they are interested in the position and why they believe they are a good fit for Meadow Brook, as well as their salary requirements to [Secretary@meadowbrookgolfclub.org](mailto:Secretary@meadowbrookgolfclub.org).

Meadow Brook Golf Club  
292 Grove Street Reading, MA 01867

All expressions of interest will be held in strict confidence. After an initial screening process, our goal would be to conduct formal interviews with the search committee in December/January, so a new General Manager can be in place by March.

## **Job Description: General Manager**

Is responsible for the proper management of all aspects of the Club's activities to ensure maximum membership satisfaction; a sound financial operation compatible with the best interests of members, guests and Club employees; the maintenance and improvement of the quality of the Club's services; and the security and protection of the Club's assets and facilities. Reports to the President (elected every two years) and administers all policies as established by the Board of Governors.

### **Job Tasks (Duties)**

#### Leadership and Operations

Sets and maintains high standards for Club facilities, services, and communications

Ensures high quality, efficient and effective delivery of food, beverage, sports and recreation, entertainment and other Club services

Develops, maintains and administers a sound organizational plan; initiates improvements as necessary

Establishes a basic personnel policy; initiates and monitors policies relating to personnel actions and training and professional development programs

Either directly or through key department leads, hires, supervises, schedules, and trains a staff of employees to perform all duties and meet requirements of service to the membership

Gives direction to and works closely with vendors, outside contractors, firms and individuals providing services to the Club.

#### Finances, Long Range Planning, and Facilities

Coordinates development of operating and capital budgets according to the budget calendar; monitors monthly and other financial statements for the Club; takes effective corrective action as required

Analyzes financial statements, manages cash flow and establishes controls to safeguard funds. Reviews income and costs relative to goals; takes corrective action as necessary

Provides advice and recommendations to the President and committees about alterations, maintenance, materials, supplies, equipment and services not provided in approved plans and/or budgets

Performs competitive analyses on clubs and other businesses providing member alternatives through personal observations and reports

Oversees the care and maintenance of all the Club's physical assets and facilities

Directs purchasing, receiving, storage, issuing, preparation and control of all products, supplies and equipment

Ensures proper cleanliness and sanitation of all Club facilities and environments.

#### Communication and Membership Development

Reviews and initiates programs to provide members with a variety of popular events

Coordinates the marketing and membership relations programs to promote the Club's services and facilities to potential and present members

Directs the writing and publishing of the Club newsletter and oversees the plan for leveraging technology/website

Welcomes new Club members; "meets and greets" all Club members as practical during their visits to the Club. Conducts new member orientation.

#### Compliance and Professional Relationships

Consistently assures that the Club is operated in accordance with all applicable local, state and federal laws

Maintains relations with police, fire, liquor control board, health department and other governmental agencies. The successful candidate will be required to hold the Club's liquor license in the candidate's name

Handles emergencies such as accidents and breaches of security or house rules promptly and in person. Emphasizes prevention through training, inspection and preventive enforcement

Participates in outside activities that are judged as appropriate to enhance the prestige of the Club and fulfilling the public obligations of the Club as a participating member of the community. Attends conferences, workshops and meetings to keep abreast of current information and developments in the field.

#### Governance

Attends meetings of the Club's Board of Governors. Coordinates and serves as ex-officio member of appropriate Club committees

Performs other duties as directed by the President or board of Governors.

#### **Reports to**

Club President and Board of Governors

#### **Supervises**

Food and Beverage Director; Head Chef, Tennis Professional, Swim Director, Office Manager, Maintenance Personnel

With Board/Committee support, will coordinate all Clubs' activities including close working relationship with Head Golf Professional and Golf Course Superintendent