

Walpole Country Club



Position:

Walpole Country Club is seeking to find a full-time, year round General Manager. The General Manager role at Walpole Country Club is an opportunity for a seasoned professional that will be hands on and outgoing leader who enjoys being in front of the membership on a regular basis.

Position Availability:

Immediate. Interested parties may submit application by Friday, January 15, 2021.

About the Club

The clubhouse is operational nearly year-round with dining service available Tuesday through Sunday with limited service on shoulder seasons. Members can enjoy family and adult dining areas in the clubhouse with the option of dining on the deck overlooking the golf course in the warmer months. There is ample function space to accommodate larger events in addition to an outdoor patio. With 603 members, the club grosses \$3.9 million annually of which \$1.3 million is generated through food and beverage sales. There are more than 75 employees in the height of season. The Club has completed upgrades to the golf course irrigation system and bunkers over the last five years.

The Club employs a full-time Golf Professional, Course Superintendent, Food & Beverage Manager, Executive Chef and office staff that report to the General Manager.

Vision, Mission

Our Vision is to be a top private country club in the Greater Boston and Greater Providence area attracting new and retaining long term members by consistently providing high-quality golf, dining, and social experiences.

The Mission is to maintain and continuously improve the golf course and clubhouse facilities for present and future members. To deliver a rewarding membership experience both on and off the course, by ensuring that services and facilities are of the highest possible standard, while maintaining our financial stability and providing our members with excellent value for their money.

Ideal Candidate

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. The General Manager manages all aspects of the Club and will develop a long-term investment plan and execution of that plan. We are seeking a highly capable professional who can demonstrate teambuilding skills and positively guide the Club. Please see the attached Club Manager Job description for an enumeration of specific duties and performance requirements.

WALPOLE COUNTRY CLUB, INC.

I. POSITION

General Manager (GM)

II. RELATED TITLES

Club Manager; Club House Manager

III. JOB SUMMARY

Serves as Chief Operating Officer of the club; manages all aspects of the club including its activities and the relationships between the club and its Board of Governors, members, guests, employees, community, government and industry. Coordinates and administers the club's policies as defined by its Board of Governors. Develops operating policies and procedures and directs the work of all department managers. Implements and monitors the budget, monitors the quality of the club's products and services and ensures maximum member and guest satisfaction. Secures and protects the club's assets, including facilities and equipment.

IV. JOB DUTIES AND RESPONSIBILITIES

1. Implements general policies established by the Board of Governors; directs their administration and execution.
2. Plans, develops and approves specific operational policies, programs, procedures and methods in concert with general policies.
3. Coordinates the development of the club's long-range and annual (business) plans.
4. Develops, maintains and administers a sound organizational plan; initiates improvements as necessary.
5. Establishes a basic personnel policy; initiates and monitors policies relating to personnel actions and training and professional development programs.
6. Maintains membership with the Club Managers Association of America and other professional associations. Attends conferences, workshops and meetings to keep abreast of current information and developments in the field.
7. 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.
8. Coordinates and serves as ex-officio member of appropriate club committees. Attends all Board of Governors meetings (unless excused) and assists the Secretary in establishing and maintaining records of the meetings, and in implementing decisions of the Board.
9. Welcomes new club members; "meets and greets" all club members as practical during their visits to the club.
10. Provides advice and recommendations to the President and committees about construction, alterations, maintenance, materials, supplies, equipment and services not provided in approved plans and/or budgets.
11. Consistently ensures that the club is operated in accordance with all applicable local, state and federal laws.
12. Oversees the care and maintenance of all the club's physical assets and facilities.
13. Coordinates the marketing and membership relations programs to promote the club's services and facilities to potential and present members.
14. Ensures the highest standards for food, beverage, sports and recreation entertainment and other club services.

WALPOLE COUNTRY CLUB, INC.

15. Establishes purchasing policies and procedures and monitors compliance therewith.
16. Reviews and initiates programs to provide members with a variety of popular events.
17. Analyzes financial statements, manages cash flow and establishes controls to safeguard funds. Reviews income and costs relative to goals; takes corrective action as necessary.
18. Works with subordinate department heads to schedule, supervise and direct the work of all employees.
19. Attends meetings of the club's Finance Committee and Board of Governors.
20. Participates in outside activities that are judged as appropriate and approved by the Board of Governors to 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.
21. Reports member infractions to the board for necessary action.
22. Properly manages all aspects of the club's activities to ensure and maintain the quality of products and services provided by the club.
23. Serves as liaison between all management staff and the Board.
24. Coordinates inter- and intra-committee activities.
25. Writes policy and rule directives or approves those written by department heads.
26. Has ultimate authority over inter-departmental matters and implements policies concerning employee-employer relations.
27. Develops, maintains and disseminates a basic management philosophy to guide all club personnel toward optimal operating results, employee morale and member satisfaction.
28. Prepares reports and other support material for committee and board use.
29. Negotiates and recommends Board approval for contracts.
30. Provides for and manages use of the club's equipment, space and materials.
31. Establishes and approves workloads, work methods and performance standards.
32. Maintains relations with police, fire, liquor control board, health department and other governmental agencies.
33. Directs purchasing, receiving, storage, issuing, preparation and control of all products, supplies and equipment.
34. Coordinates as necessary arrangements for public functions and social gatherings including seating according to protocol and special courtesies extended to members and guests.
35. Ensures proper cleanliness and sanitation of all club facilities and environments.
36. Performs competitive analyses on clubs and other businesses providing member alternatives through personal observations and historical reports.
37. Handles emergencies such as fires, accidents and breaches of security or house rules promptly and in person. Emphasizes prevention through training, inspection and preventive enforcement.
38. Convenes and presides over meetings with departmental managers; conducts all-facility personnel meetings.
39. Gives direction to and works closely with vendors, outside contractors, firms and individuals providing services to the club.
40. Directs the writing and publishing of the club newsletter and plans for intra-club public relations.
41. Oversees all Human Resources of the club, including hiring, firing and disciplining of Club personnel.
42. Performs other duties as directed by the president or Board of Governors.

V. SUPERVISES

Food & Beverage Manager; Controller; Golf Professional; Golf Course Superintendent; Executive Chef

WALPOLE COUNTRY CLUB, INC.

VI. ESSENTIAL DUTIES

This position is in charge of an entire business operation and requires:

- Regular attendance at the club facilities including evening meetings and events.
- Ability to regularly communicate by phone and email as well as other means regarding critical club function and daily business.
- Ability to engage in public speaking at events.
- Ability to engage in critical thinking and to analyze large amounts of financial and other data pertaining to the operations of the business.
- Ability to deal with and defuse sometimes stressful situations associated with matters such as interpersonal relations.
- Ability to sit and stand for extended periods of time and to regularly lift objects weighting up to 15 pounds.

VII. REPORTS TO

Club President and Board of Governors

VIII. MINIMUM QUALIFICATIONS

- A minimum of 5 years' experience in Club management or related field.
- Bachelor's Degree in Hospitality Management, Business Administration, or related field preferred.
- Previous F&B supervisory experience.
- Possesses strong leadership and hospitality skills.

IX. BASE SALARY

Salary is open and commensurate with qualifications and experience.

X. HOW TO APPLY:

Interested applicants are invited to submit resumes and salary requirements, with cover letters articulating why they are interested in the position and why they believe they are a good fit for Walpole Country Club, as well as their salary requirements to Sean Sweeney, President, Walpole Country Club, 233 Baker St., Walpole, MA 02081 or via email to sean.sweeney@commonmoves.com