



GENERAL MANAGER
Chequessett Yacht & Country Club
Wellfleet, MA

Club History

Chequessett was established in 1929, but unfortunately, within 6 months the U.S. stock market crashed, wages were low, unemployment was rising, and debt was growing. This was hardly the time for investing in a club membership. Chequessett's membership structure was equity-based, relying on purchase of stock at \$100 per share. Only 224 shares of stock were sold and some of these shares were not paid for with cash, but rather with goods or services. The oil painting by Gerritt Beneker, currently hanging over the fireplace in the Clubhouse was obtained for 5 shares of stock. These shareholders became the first club members.

Just 5 years later, in 1934 Chequessett Golf Club shareholders hoped to attract new members by encouraging members of the Wellfleet Yacht Club to try anchoring their boats in the waters off Chequessett Golf Club rather than the waters further down Mayo beach at the Chequessett Inn. By 1936, the club added tennis courts and the name was changed to the Chequessett Country Club. Two years later, the Great New England Hurricane, one of the deadliest and most destructive tropical cyclones to strike the northeast demolished the Chequessett Inn and the Wellfleet Yacht Club took permanent anchorage at Chequessett. The club was renamed the Chequessett Yacht and Country Club, offering golf, tennis and sailing to its members.

Activities in the 60's and 70's revolved around the young families who made up much of the membership. Sailing lessons, tennis tournaments, and Friday night dances became part of the social life of teenage Wellfleet. Many of those teenagers are club members today and their children are the young heartbeat of the Club.

Position Overview

The General Manager is accountable for the financial performance and all areas of operations for the Club, and daily, directly manages all staff, operations, and departments to ensure the synergism of all Club activities. The General Manager is the Board's bridge to the staff, the Club's membership, and committees, enabling the Board to work more exclusively on strategic planning and long-term focus of Club governance.

Reports to: President, Board of Directors

Direct Reports: Golf Course Superintendent, Head Golf Professional, Tennis Professional, Sailing/Waterfront Manager, Summer Camp Manager, Event's Director, Food Service Manager



Required Character Attributes

- ~ High level of honesty, integrity and transparency
- ~ Visible to both members and staff, and listens to their input, praise, and constructive criticism
- ~ Forward visionary who thinks outside of the box, implementing unique and memorable experiences that exceed member and guest expectations and create a revered standard
- ~ Lead by example management style, creating a cohesive, collaborative and fun work environment for staff
- ~ Excellent verbal and written communication skills

Specific Responsibilities

Membership

- ~ Highly visible with an engaging personality; respectful and welcoming to all members and guests
- ~ Partners with the Board of Directors, offering new ideas to enhance member and guest experiences
- ~ Ensures effective and timely communication with the members about club activities and member inquiries
- ~ Reports member infractions to the Board for necessary action

Finance/Planning

- ~ Working with the Board and Finance Committee Chair, the General Manager is responsible for monitoring the financial health of the Club, developing budgets for Board approval, and projecting cashflow requirements
- ~ Participates in the development and implementation of the Club's Strategic Plan
- ~ Establishes an annual planning process that provides a clear, integrated, detailed plan for seasonal activities and operations, ensures appropriate coordination across activities and with facility maintenance, enhances staff knowledge of club activities, and facilitates communication of club activities to members and guests
- ~ Provides advice and recommendations to the Board about construction, alterations, maintenance, materials, supplies, equipment and services not provided in approved plans or budgets
- ~ The General Manager will lead the efforts to develop and manage the digital document file and email system for the Club's files and records

Operations

- ~ Monitors the performance of all daily operations, functions and services; assures the highest standards and exceeds member and guest satisfaction
- ~ Approves specific operational policies, programs, and procedures in accordance with the vision and mission of the club and at the direction of the Board of Directors
- ~ Oversees the care and maintenance of all physical assets and facilities
- ~ Serves as the Club's knowledge expert and internal source for training staff on fully utilizing the Club's management software system. This shall include the collection and utilization of data concerning membership/guest satisfaction.
- ~ Has authority over departmental matters and handles any concerning employee-employer relations
- ~ Handles emergencies such as hurricanes, fires, accidents and breaches of security or house rules promptly and in person. Emphasizes prevention through training and inspection

Personnel Management

- ~ The General Manager has hire and discharge authority of club personnel except for the Golf Course Superintendent and Head golf Professional. These hire and discharge decisions require Board approval
- ~ The primary task of the General Manager is to ensure that direct report's goals and objectives are defined, understood, evaluated, and enhanced on a continual basis
- ~ Implements weekly department head meetings and encourages open lines of communication, cohesive planning and ensures a positive work environment
- ~ Refine and monitor basic personnel policies consistent with the Board's desire to always treat employees fairly, and to be compliant with applicable laws and regulations
- ~ Ensures accurate recording of hourly labor and timely, accurate payroll processing
- ~ The General Manager will develop, maintain, and disseminate a fundamental management philosophy that recognizes our staff is a key part of our competitive advantage.

Food & Beverage

- ~ Collaborates and works cohesively with the Food Service Manager to ensure consistent service standards, menu options, and a high-level of member satisfaction
- ~ Seeks out new trends and opportunities to deliver unique F&B and event experiences

External Constituents

- ~ Act as a liaison between Chequessett and the surrounding communities to cultivate
- ~ relationships and support the overall objectives of Chequessett
- ~ Assures operational compliance with local, state, and federal laws
- ~ Negotiates and recommends contracts for Board approval
- ~ Maintains knowledge and compliance with all lease terms and contractual obligations
- ~ Maintains relations with police, fire, liquor control board, health department and other governmental agencies
- ~ Attends conferences, workshops, meetings, and trade shows to keep abreast of marketing and business trends

Compensation and Benefits

- ~ Compensation package based upon qualifications, experience and personality
- ~ Start date: March 1, 2021

Deadline for Submission

- ~ January 31, 2021
- ~ Please upload your cover letter and resume by clicking on the following link:
 - o <https://form.jotform.com/210145446042141>