



General Manager

Whitinsville Golf Club is a private 9-hole golf club located in Central Massachusetts. The course is an original Donald Ross design that has been ranked second in the WORLD by Golf.com. Whitinsville Golf Club is seeking a full time General Manager candidate.

This historic, private golf club is seeking an ambitious General Manager to coordinate and manage the overall vision of the Club's Board of Governors. The ideal candidate has experience in a golf course setting where the priorities are member satisfaction, creative vision, and management of facility operations in partnership with our food operation vendor. This self-motivated individual should anticipate changes in the industry and energize staff to be the best they can be. The General Manager is the Board's lead connection to staff, committees, and enables the Board to focus on longer range goals and priorities.

Operational Responsibilities

- *The GM will provide day to day overall management of the Club and be physically at the Club the majority of the time to communicate with our membership and assist our staff in the operation of the Club's activities. The GM needs to recognize that weekends require special attention as these are the Club's busiest times.*

- *The GM will provide planning and oversight of the Carr Lounge (member's area) and the Club's banquet hall (member and public). All alcohol ordering and operations run through the WGC's General Manager. The General Manager will coordinate through our outside food service provider.*
- *The GM is responsible for the development and implementation of all service, QSR management, and operating standards training.*
- *The GM will lead the development and monitor the processes to attract new members and revenue generating events.*
- *The GM will work with the Board of Governors, Treasurer, and bookkeeper to develop budgets and monitor the financial health of the Club.*
- *The GM will serve as the Club's knowledge expert and internal source for training staff on fully utilizing the Club's ForeUp software management system.*
- *The GM will find new ways to promote the Club through area business and community events.*
- *The GM will work closely with the Club's website developer and member communications committee.*

Personnel Management

- *The GM has hire and discharge authority of Club personnel with the exception of the PGA Professional and Course Superintendent.*
- *The GM will develop, maintain, and disseminate the fundamental Board philosophy that recognizes our staff is a key part of our competitive advantage.*
- *The GM will design programs intended to motivate and improve performance of staff.*
- *The GM will develop and monitor basic personnel policies consistent with the Board's desire to treat all employees fairly and at all times in compliance with Federal and MA state anti-discrimination laws.*

Leadership

- *The GM is responsible for providing energized, motivated leadership for key managers and staff. The Whitinsville Golf Club General Manager is often viewed as the “face of the Club” and should reflect the optimistic view that the game of golf can provide fun, friendship, and camaraderie for members, their families, and their guests.*
- *Quality communications with the Board of Governors, members, and employees are a crucial part of leadership.*
- *The GM is a decision maker. The individual that takes this position should be willing to make tough decisions within the scope of the position and take responsibility for failures and successes with the full backing of the Board of Governors.*
- *The GM is highly visible to members and staff and solicits their input to improve operations.*

Requirements

- *Experience in the golf course industry and specifically the restaurant and hospitality field.*
- *A passion for success and professionalism. High energy and a proven ability to drive successful change and strong results.*
- *Consistent track record of successful employment with at least 5 years experience of leadership performance.*
- *Bachelor’s degree in Business Administration from an accredited institution is desirable.*
- *Ideal GM candidate would have experience in the following - financial management, vendor relationships, human resources, technology, food & beverage operation, public speaking, business writing, and meeting facilitation.*

Compensation

- *Salary commensurate with experience and qualifications*
- *Full-time year-round employment*
- *Discretionary year-end bonus*
- *Health insurance in accordance with Club policies*
- *Vacation and sick days relative to golf course operations*
- *Retirement plan contribution*

Send Cover Letter & Resume to:

*Edward Zywiec, Vice President of Whitinsville Board of Governors -
ed@coppertree.com.*