



## **JOB OPPORTUNITY**

Date: September 2021

Position Title: General Manager

Reports To: Executive Committee

Oak Hill Country Club is seeking an experienced General Manager to lead the club into its next Centennial chapter. Showing a successful history of management in the private club industry, candidates should bring a strong background of planning and organizing a club with multiple dining rooms and event spaces.

Oak Hill thrives on a member-first approach. The individual selected for this role will need to be comfortable in a high visibility role with constant member engagement and a focus on approachability and accessibility to both members and staff. The right candidate will have to ability to mold this role into a successful, team-oriented position with new and creative ideas both welcomed and appreciated.

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### **Facilities Description:**

Oak Hill Country Club is a prestigious, member-owned private country club in Central Massachusetts. Since Oak Hill opened its doors in 1921 it always remained a true "country club." While dining, swimming, tennis and social gatherings have long been a part of the culture of the Club, golf has always remained at the core of its existence and pride.

Oak Hill is proud to be celebrating its Centennial year in 2021 and looking to the future with the same sense of community, camaraderie and way of life that has long been its tradition. Recently renovated formal and casual dining spaces, banquet and wedding facilities, along with an outdoor patio overlooking the course, add to the list of first-class amenities including a spacious pool complex, Har-Tru tennis courts, a fully stocked Pro Shop and multiple golf practice facilities. Oak Hill Country Club is conveniently located a mile off of Route 2 in Fitchburg, MA, within 15 minutes of route 495. For more Club details, please visit [www.oakhillcc.org](http://www.oakhillcc.org).

### **Job Summary:**

The General Manager is responsible for driving excellence and leading all operations including the relationships between the Club and its Executive Committee, members, guests, employees, community, government and industry which is consistent with the policies established by the Executive Committee and the By-laws and Rules and Regulations. The General Manager will develop operating policies and procedures and direct the work of all department managers while working in conjunction with the Finance Committee in the development and implementation of the annual operating and capital budgets. The General Manager will secure and protect the club's assets including facilities and equipment as well as

monitor the quality of all the Club's products and services to ensure maximum member and guest satisfaction.

Reporting to the Executive Committee, the General Manager is responsible for the overall daily operations of the Club and partners with the Executive Committee regarding strategic planning. He or she is expected to coordinate and direct all management functions of the Club and work in concert with committee chairs to assist them with development of policies, programs, and events. He or she is responsible for managing the Club's financial results to achieve or exceed the annual operating and capital budgets and will endeavor to ensure an atmosphere of hospitality, friendliness and goodwill.

### **About the Ideal Candidate**

The ideal candidate will have a minimum of five years of progressively more responsible private club management positions leading up to a General Manager of a well-regarded, private club ideally of similar scale, culture and amenities. He or she will have experience in leading a family friendly club with relevant activities. The selected candidate will have a strong track record in shaping and leading excellent food and beverage programming and member-focused service and has successfully implemented robust training programs in their past work that have resulted in consistent, professional service.

He or she will have experience developing and implementing a variety of creative programming concepts and events as well as a strong financial understanding with the ability to build and manage budgets effectively. The next General Manager will have a record of success in the selection, development, training and positive motivation of an accomplished, service-oriented staff at a private club.

### **Educational Requirements:**

- A Bachelor's degree from a four-year college or university is highly desirable, preferably in Hospitality Management.
- In lieu of the degree, substantial private club or hospitality experience will be considered.
- Certified Club Manager (CCM) designation preferred but not required.

### **Job Value/Compensation:**

- Salary commensurate with experience
- Full time year-round
- Non-Exempt
- Discretionary year-end bonus
- Health Insurance according to Club Policies
- Vacation: according to club schedule
- 401k when eligible

### **Send Resume and Cover Letter to:**

Dr. BJ Coakley, Oak Hill Country Club: [bjcoakley33@gmail.com](mailto:bjcoakley33@gmail.com)