

General Manager Woodland Golf Club - Auburndale, MA

Woodland Golf Club (Woodland) is excited to announce an exceptional career opportunity for a General Manager at one of metropolitan Boston's premier private golf clubs. The ideal candidate will be an outgoing, self-motivated, detail-oriented individual who has the passion and personality to work with an established team focused on hospitality and member satisfaction. This individual's primary focus will be member satisfaction and the club's financial performance.

Woodland is a member-owned, highly selective private golf club located in the Auburndale section of Newton, Massachusetts, 10 miles west of downtown Boston, and is less than 1 mile from the Route 128/95 corridor. Woodland is one of the finest family-oriented golf clubs in greater Boston and is home to over 500 members. Woodland, founded in 1896, was home to golfing legend, Francis Ouimet. The club has hosted many major state tournaments and has the distinction of being the home club to three United States Amateur Champions. Woodland offers its members a full range of recreational and social amenities including an historic 18 hole golf course, outdoor tennis and swimming along with elegant and casual dining and banquet facilities. The Club is open 49 weeks a year.

The Position:

The GM will have operational responsibility for all aspects of the Club including: food and beverage, outside events, membership, internal sales and marketing, accounting, tennis and pool, oversight of golf operations and golf course maintenance. In addition, the GM will develop and implement fiscal, operational, and business development plans and strategies as well as administer operational standards and quality performance guidelines for all operating functions and staff.

The GM will be responsible for the following:

- Developing, maintaining and promoting a management philosophy that enhances member satisfaction and employee engagement, while consistently achieving the mandates of the Club's annual and long-term financial and strategic plan;
- Developing, implementing and consistently meeting annual budgets;
- Working and communicating effectively with Board of Directors to implement Board and membership initiatives;
- Developing policies to ensure Club member retention and financial stability;
- Providing members with a range of family, social and recreational experiences and programs that consistently meet or exceed member expectations;
- Providing visible club leadership to members and staff;
- Recruiting, leading and developing staff and management teams that meet and regularly exceed member expectations;
- Demonstrating support and commitment to significant member activities through visibility at such events;
- Working with Committees to develop annual operating plans and long-term financial and strategic plans that ensure financial and operating viability of the Club;
- Monitoring both formal and informal member feedback through member interaction, regular surveys and communication mechanisms; analyzing feedback and implementing enhancements to Club operations, offerings and planning processes;
- Ensuring compliance with the club constitution, by-laws and rules.
- Developing and implementing new policies, as required, subject to approval of the Board.

Candidate Profile:

The ideal candidate should have proven and progressive experience in the golf club industry or in an upscale hospitality setting. The GM reports to Woodland's President and Board of Directors. Given the leading role this individual will play in achieving the strategic objectives of Woodland, it is essential that the successful candidate possess the following core competencies, attributes and experience:

- Bachelor's Degree in Business Administration or Hospitality Management with ideally a minimum 5-10 years of professional experience at a management level in a private country club, hospitality or related multipurpose operation.
- Strong management skills with strengths in leadership, financial performance and team building.
- Successful track record of managing a high quality food and beverage program.
- Proven accomplishments in internal marketing initiatives and membership retention.
- Demonstrated financial skills, including industry benchmarking and club industry financial metrics, as well as a proven track record of achieving financial plans and goals.
- Strategic thinker with strong business acumen, competent in examining and re-engineering operations and procedures, developing and implementing new strategies and procedures.
- Highly visible leader with professional demeanor and the ability to maintain positive working relationships with staff, Board, members and their guests and other key stakeholders.
- Clear commitment to member service and ability to build successful staff teams through motivation and leading by example.

This is a unique opportunity to join an historic Club for a candidate able to assist the Club in achieving its commitment to excellence while providing exceptional service to its members and guests.

Qualifications:

- Bachelor's degree (BA) from four-year college or university
- Minimum of 5 years related experience and/or training; or equivalent combination of education and experience required
- Experience in private club setting is preferred
- Certified Club Manager designation a plus

Compensation:

- Competitive and commensurate with experience

Send Resume and Cover Letter to:

Mr. Greg Quinn, Woodland Golf Club: gquinn5@verizon.net