

POSITION & CANDIDATE PROFILE



GENERAL MANAGER

WANUMETONOMY GOLF & COUNTRY CLUB
152 Browns Lane, Middletown, Rhode Island
www.wanumetonomy.com

ABOUT WANUMETONOMY GOLF & COUNTRY CLUB

Established in 1922, Wanumetonomy Golf & Country Club is a private member-owned golf club in Middletown, Rhode Island, just five miles from Newport, on the east side of Narragansett Bay. The picturesque 18-hole golf course, designed by Seth Raynor, has been the site of many prestigious events, including the USGA Amateur qualifying rounds in 1995.

CLUB METRICS AT A GLANCE

Gross Dues Revenue: \$2.4 million

Annual Course Revenue: \$0.45 million

Food & Beverage Revenue: \$0.8 million

Member Capital Assessments: \$0.365 million

Employees in Season: 46 (7 year-round)

Total Number of Board Members: 12

Average Number of Rounds/Year: 28,000

Total Number of Members: 597, including Juniors & Socials

Schedule of Operations

Wanumetonomy is open seven days a week and closed from January 1st to February 28th. Limited bar service is available from March 1st to mid-April; full food and beverage is available from mid-April to October 31st. Limited bar and food service is available in November and limited bar service is available in December.

Amenities Overview

- 12,000 sq. ft. clubhouse
- 18-Hole, Par 70 Golf Course (6,309 yards)
- Men's and Ladies Locker Rooms
- Pro-Owned Golf Shop
- Private/Group Lessons
- Lower Dining Room (seats 32)
- Bar Area (seats 34)
- Banquet Room (seats 100)
- Patio: Lounge, Firepit, & Dining (3,500 ft²)
- Strong Junior Program, Junior Clinics

POSITION DESCRIPTION
GENERAL MANAGER
WANUMETONOMY GOLF & COUNTRY CLUB

REPORTS TO: Club President, Board of Governors

SUPERVISES: Head Golf Professional, Executive Chef, Greens Superintendent, House Manager, Controller/Bookkeeper

The General Manager (GM) will be responsible for managing all operations of Wanumetonomy Golf & Country Club consistent with the direction and policies established by the Board of Governors and by the By-laws and Rules and Regulations of the Club. The GM coordinates and directs all management functions of the Club and works in concert with committee chairs to assist them with developing policies, programs, and events. This will include working in conjunction with the Controller/Bookkeeper in the preparation and final draft of the annual operating and capital budgets, which will be subject to the approval of the Finance Committee and Board, and management and control of operations to attain desired results. The GM will consult with the President, the Board, and/or committee chairs as appropriate on matters of significance to the Club. The GM will develop and implement service models and programming that maximize member and guest satisfaction and appeal to prospective members and will monitor the quality of the Club's products and services and endeavor to ensure an atmosphere of hospitality, friendliness, and goodwill.

MAJOR DUTIES AND RESPONSIBILITIES

MEMBER SERVICES

1. Provide quality leadership and a positive image for the Club and its facilities and amenities to the membership, staff and community. Ensure smooth, efficient operation of the Club and that members receive premier service and treatment in all the Club's undertakings.
2. Working with the Membership Committee, develop, oversee and execute a plan to attract new members. Ensure new members receive a comprehensive orientation to the Club and its culture and are introduced to key staff and the membership.
3. Oversee and maintain a quality food and beverage operation with appealing and value priced menus while providing exemplary service that connect with the needs of the membership.
4. Assist appropriate committees in the development and promotion of creative and popular events. Oversee the maintenance of detailed records on all Club events and assist members with planning private events.
5. Plan work schedule to be visible to and readily accessible to members and their guests at high visibility times. Welcome new members; "meet and greet" all club members as practical during their visits to the Club, providing a warm and relaxed reception for which the Club is renowned.

6. Ensure the highest standards for all club programming, golf operations, special events, entertainment, and other Club services.
7. Address and resolve member complaints and suggestions in a timely, discreet manner and report member infractions to the Board for necessary action.

EMPLOYEE RELATIONS

1. Coordinate with the President and various committees established by the Board on matters of compensation, benefits, performance appraisals, disciplinary and other significant personnel actions.
2. Evaluate and refine all recruitment strategies and processes. Ensure there are documented processes around all employment practices.
3. Lead the search process for department heads when required. Interview and evaluate all applicants for key positions. Subject to Board oversight, approve all hiring of department heads.
4. Develop comprehensive training and development programs for personnel. Create and nurture a committed service culture with and through ongoing training and learning to create a club-wide service culture, focused on member satisfaction, recognition, and understanding of member preferences.
5. Develop Wanumetonomy Golf & Country Club's place in the area as a highly desirable club in which to work.
6. Ensure a positive, healthy, safe work environment exists throughout the Club.
7. Supervise the maintenance of all HR functions including performance appraisals, disciplinary records, and payroll and benefit details. Ensure high functioning and consistent employee performance appraisals are documented and in place and occurring systematically.
8. Have ultimate responsibility over inter-departmental matters and day-to-day employee matters, including (but not limited to) scheduling, workloads, work methods, performance standards, staff levels, compensation, job descriptions and responsibilities, including control of the organizational architecture of the staffing model.
9. Establish excellent communication (formally and informally) with all department heads and convene over weekly department head meetings.

FINANCIAL MANAGEMENT

1. Develop, maintain and monitor compliance of internal controls and cost-effective procedures related to employee payroll, purchases, inventories and supplies.
2. In conjunction with the Finance Committee, Treasurer and department heads, prepare annual operating, cash, and capital budgets and forecasts, and after Board approval, manage, control and report on all operations and projects to attain the desired results. Take effective corrective action in this area as required.

3. Provide input to all department heads and key personnel to budgets, capital spending plans, fiscal controls and operational guidelines.
4. Responsible for the approval and oversight of service contracts, accounts payable, and all labor cost payouts, maintaining them within the parameters of the budgets and through close coordination with the Finance Committee. Negotiate and recommend Board approval for contracts and capital additions and projects.
5. Maintain a high-functioning management information system including robust reports and metrics. Educate all department heads to use these reports to make effective management decisions.

MEMBERSHIP

1. Work with the Membership Committee in developing a strategy to promote and stimulate member recruitment and increase membership acquisition, engagement and retention.
2. Develop and implement methods to track member usage and utilize that data to drive management decisions around club programming, club events and dining.
3. Provide supervision and administrative support for all membership promotion initiatives, plans, events, and activities.
4. Develop and implement a new member orientation and new member follow-up program to improve member onboarding and retention.

COMMUNICATIONS

1. Develop ongoing dialogue and rapport with members as well as address and resolve appropriate requests and inquiries in a timely fashion. Ensure excellent communication between the members and employees.
2. Work closely with all department heads to ensure that key personnel are kept informed on a timely basis of the programs and events to be held at the Club. Develop and implement an effective communication system to disseminate information up and down the organization.
3. Oversee the content, development, writing and publishing of the Club newsletter and any channels and platforms used to communicate with the membership regularly, ensuring that the branding, tone and style reflect Wanumetonomy Golf & Country Club.

CAPITAL PROJECT MANAGEMENT

1. Provide supervision, development and support for all capital projects, including construction and restoration.
2. Act as a focal point for communication pursuant to all capital projects, aligning information for the various committees, Board and membership. Provide 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.

3. When appropriate, manage contractors and subcontractors in conformance with agreed-upon contracts, timelines and various performance measures.

CLUB MANAGEMENT

1. Assume responsibility for all Club administration and community relations.
2. In conjunction with the President, be the “face of the club” both externally within the community and internally across all departments as a person and personality that members are eager to see.
3. Consult with the Board and department heads on policy and operations of each department; suggest changes when appropriate and direct the implementation of agreed-upon change.
4. Responsible for the security of all Club assets and property, its environs and members’ belongings.
5. Responsible for the general care, maintenance, and upkeep of the physical plant and facilities, ensuring an ongoing preventive maintenance program and a safe environment for employees and members. Ensure the proper cleanliness and sanitation of all Club facilities and environs.
6. Delegate appropriate authority to department heads yet remain responsible for all operations of the Club. Write policy and rule directives and/or approve those written by department heads and make changes deemed desirable for the Club’s successful operation.
7. Serve as the voice between all management staff and the Board of Governors, primarily in board meetings and through daily interaction.
8. Be proficient in computer applications, especially all elements of Microsoft 365 (Office), and information technology in general. Organize and manage online/remote meetings as Zoom as required.
9. Attend all meetings of the Board and committees as requested and assign key department heads to respective functional committees.
10. Ensure the Club operates in accordance with applicable local, state, federal laws and maintain relations with police, fire and other governmental agencies.
11. Handle all emergencies such as fires, accidents and breaches of security or house rules promptly and in person.
12. Develop and maintain relationships with all professional vendors to thoroughly understand their service to the Club and their value. Hold them accountable as necessary, negotiating as needed in the Club’s best interest.
13. Participate in appropriate Club Managers Association of America (CMAA) seminars, conferences, and other events as approved, to enhance their value to the Club and its membership.
14. Participate in selected community activities to enhance the prestige of the Club; broaden the scope of the Club’s operation by fulfilling the public obligations of the Club as a participating member of the community.
15. Perform other duties as directed by the President or voted by the Board of Governors.



CANDIDATE SPECIFICATIONS

The following are the capabilities and attributes the Club is looking for in its General Manager.

THE CANDIDATE SHOULD HAVE:

1. A minimum of 7 years of progressively more responsible club management positions (ideally golf -centric clubs) leading up to a General Manager position at a similar culture club; Assistant General Managers with relevant experience will also be considered.
2. A professional career “track record” of achievement and relative employment stability.
3. A strong set of professional credentials in the broad hospitality areas and a sharp eye for detail in the overall management of the operation, especially in the food service, housekeeping and maintenance areas.
4. Excellent people skills and a high “emotional IQ,” especially in dealing with members, staff and community representatives.
5. Proven leadership qualities with demonstrated ability to direct, train, coordinate staff, and manage all facets of a private club.
6. Strong financial management, organizational and administrative skills, with particular strengths in the internal controls, financial controls, budgeting and forecasting, management reporting and planning areas.
7. Experience in overseeing an excellent dining program, one that understands and takes into consideration desires of the membership and ultimately increases membership participation and satisfaction.
8. Strong written and verbal communication skills. Communication with members and personal visibility are highly important aspects of the General Manager's responsibilities.
9. An understanding and appreciation for the game of golf. Experience in golf operations and programming is desired.
10. An understanding and respect for the ambiance, culture, taste and expectations of Wanumetonomy Golf & Country Club members and guests.
11. An overriding sense of quality awareness relating to every part of the Club's operations. This includes a high-quality, courteous, well-trained and efficient staff.

12. A record of success in selecting, developing, training and motivating an accomplished, service-oriented full-time and seasonal staff. An excellent recruiter of talent, especially in a seasonal environment.
13. Sound and current knowledge of human resources practices, including wage and hour laws, employment and discharge, ERISA, equal employment, OSHA and the full range of employment benefits.
14. Ability to “manage up” effectively to the Board, knowing what is appropriate to communicate and what is “below the line.” Candidate should have an engaged and prepared nature in the Board room, and be able to navigate meetings efficiently, effectively, providing suggestions and options based on their professional expertise.
15. Sense of urgency and skill in handling multiple responsibilities in a timely and time-effective manner.
16. A strong understanding of a club’s physical plant and maintenance requirements both for the short and long term.
17. A warm, engaging personality with a sense of humor, and the ability to work effectively at all levels of the organization.

THE CANDIDATE SHOULD BE:

1. Able to build a positive, upbeat employment environment with a high degree of communication where staff can produce and thrive while being appreciated for their contributions. At the same time, the GM is expected to hold all staff accountable at the highest level.
2. Capable of a high degree of initiative and resourcefulness in directing a private club's activities and presenting a professional image to the staff, the membership, and the general public.
3. Well-organized with a strong ability to set priorities and delegate effectively with appropriate follow-up and oversight. Proactive, with the ability to see and mitigate potential issues before they happen.
4. Capable of “big picture” thinking and able to offer creative and innovative ideas and options to the Board and committees based on personal experience, industry trends and best practices: a forward thinker yet one who is mindful and respectful of club traditions.
5. Patient and non-confrontational yet sets high standards for himself/herself and the management group and articulates this daily as part of creating Wanumetonomy Golf & Country Club’s service culture.
6. Able to foster a member-focused service culture that is consistent and energetic across the Club.
7. A “doer” who gets things done with drive and staying power that, through personal example, encourages others to get things done and is committed, with a high and visible work ethic.
8. A college graduate with a Bachelor’s Degree in Hospitality Management, Business Administration is preferred.
9. Certified Club Manager (CCM) status is preferred.
10. Experienced with Jonas Software, Club Online preferred, or similar enterprise/club management software.

Instructions on Applying

The club will consider both current GMs, as well as those “rising stars” with the necessary potential but who are currently in exceptional club environments as an Assistant General Manager, Club Manager, or having similar responsibilities.

Compensation

The financial offering will be commensurate with the selected candidate’s experience and include a combination of base salary and bonuses based on measurement of overall performance criteria which are set and reviewed annually with the President. Club benefits are excellent and include medical (currently BCBSRI), dental, and an IRA program.

Search Chairperson

Jane Lippincott
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Wanumetonomy Golf & Country Club
152 Browns Lane
Middletown, RI 02842
Date Posted: March 7, 2023
Applications Close: April 1, 2023

Please send both your cover letter and resume using the email address above.

IMPORTANT: Save your resume and letter in the following manner:

“Last Name, First Name Resume”

“Last Name, First Name Cover Letter”

(These documents must be in Word or PDF format)

