

Portsmouth Country Club – General Manager

Portsmouth Country Club, located in Greenland, NH, is a private, member-owned golf club with an 18-hole golf course, club house with member dining, function room, and pro shop. The focal point of PCC is our Trent Jones Sr. golf course, widely seen as one of the finest in NH. The golf course is typically open April through November, and the grill room is typically open the full year. PCC has been investing significantly in the club in the last few years with numerous renovations, the addition of two golf simulators and a just completed impressive new driving range. PCC has the long-standing position of a full membership with a lengthy waiting list.

The General Manager has full responsibility for all aspects of club operations and will guide the club under the direction of the Board of Directors. The General Manager needs to be a visible and accessible leader to both the members and staff alike. The General Manager will act as leader, mentor and liaison between all Department Heads and Committees. He or she will be held accountable for all areas of club operations allowing the Board to focus on proper governance and long-term planning. The club seeks an experienced, strong, well-rounded club leader with experience in club finance, budgeting, and food & beverage management. Candidates must possess strong communication, operational and financial skills and can work effectively with the Board of Directors, the various Committees and the staff.

Key Responsibilities of the General Manager:

- Implement general policies established by the Board of Directors; direct their administration and execution. Establish new policies and procedures where gaps exist.
- Prepare and monitor annual operating and capital budgets and coordinate with the Finance Committee and Department Heads.
- Operate the club in accordance with the approved budgets and report the club's financial condition to the Board of Directors on a monthly basis.
- Analyze financial statements, manage cash flow, and establish controls to safeguard funds. Reviews income and costs relative to goals; takes corrective action as necessary.
- Possess a working knowledge of all facets of private club operations with emphasis on the golf course, food and beverage services, membership, social media presence, staff mentoring, and the ability to drive member usage.
- Provides advice and recommendations to the Board and committees about construction, alterations, maintenance, materials, supplies, equipment and services not provided in approved plans and/or budgets. Manage capital projects.
- Ensures the club is operated in accordance with all applicable local, state and federal laws.
- Establish and implement personnel policies. relating to personnel management, training and professional development.
- Develop, maintain and administer a sound organizational plan and initiate improvements as necessary.
- Responsible for interviewing, hiring, training, planning, assigning, and directing work, evaluating performance, rewarding, and disciplining associates; addressing complaints and resolving problems.
- Manage inter-departmental matters and implement policies concerning employee-employer relations.
- Negotiate and recommend board approval for contracts.

- Maintain relations with police, fire, liquor control board, health department and other governmental agencies.
- Direct purchasing, receiving, storage, issuing, preparation and control of all products, supplies and equipment.
- Ensure proper cleanliness and sanitation of all club facilities and environments.
- Convene and preside over regular staff meetings with department managers; conduct all-facility personnel meetings.
- Maintain membership with the CMAA and other professional associations. Attending workshops and meetings to keep abreast of current information and developments.
- Oversee the care and maintenance of all the club's physical assets and facilities.
- Coordinate marketing programs to promote the facility's services to potential customers.
- Ensure standards for food and beverage quality and service.
- Directly manage department members including Head Professional, Golf Course Superintendent(s), Food and Beverage Management, Executive Chef.
- Assure that effective orientation and training are given to each new associate. Develop ongoing training programs.
- Report member infractions to the board for necessary action.
- Demonstrate a reputation as an active and visible club leader, exhibiting a casual yet professional image and responsive to member needs and feedback.

The ideal candidate will have a minimum of five years as a General Manager, Assistant General Manager or Clubhouse Manager in a traditional, comparable private club setting. Candidates will have a working knowledge of all facets of private club operations with a strong emphasis on food and beverage, member relations, financial management and strategic planning.

Candidate Attributes:

- An outgoing and friendly personality with a high potential to identify with and embrace the club's culture.
- Leadership skills with the ability to motivate a veteran staff with a commitment to quality and excellence.
- Strength in establishing, documenting and implementing operational policies.
- Highly energetic...a self-starter with a "hands-on" approach to management.
- Excellent communication skills at all levels.
- A strong sense of service with proven staff development and training skills.
- Firm leadership skills to guide the club's board governance and oversee the work of club committees.
- The ability to see the "big picture" but also to have a critical eye for detail.
- The General Manager is expected to "set the pace" for all employees and to actively promote a positive and safe work environment where teamwork and cooperation are emphasized.
- A Hospitality, Business Management or related degree is preferred.
- A CMAA GM certification is a plus.
- Impeccable and verifiable references.

Compensation and Benefits:

- A base salary and potential annual bonus.
- Family health insurance in accordance with club policy.
- Participation in the club's 401K Plan.
- CMAA package to include dues and education expenses; to be determined in each year's operating budget.

Contact:

Send resume and cover letter to Russ Conde at russconde@comcast.net