

## **Golf Club General Manager – Falmouth, MA**

The Cape Club of Falmouth, Cape Cod's premier semi-private golf course and club, is searching for a General Manager to help lead this property into its next chapter as we add lodging / accommodations to the property. The successful General Manager candidate will have experience in high-end daily fee golf, some background in a membership environment, the ability to deliver high level guest service, leadership skills and the ability to bring vision to reality. The most suitable individual selected for this role will have some golf knowledge, F&B and restaurant experience, proficient with some accounting and event management. Previous General Manager experience a plus.

Pay Range: \$100,000+ BOE

### **Organizational Overview**

The Cape Club of Falmouth is a dynamic golf club just ten minutes over the Bourne Bridge, in Falmouth, Massachusetts. Formerly Ballymeade Country Club, this beautiful property became The Cape Club of Falmouth in late 2014, but did not open until June of 2016 as the Clubhouse and golf course went under extensive renovations for eighteen months. The results proved to be worth the wait.

Individual homes have been added to the property and ground has been broken for the construction of Guest Cottages to benefit wedding guests, golfers and those vacationing on the Cape. Future additions will include a spa and other resort amenities.

Our Falmouth club is a part of our Cape Club Collection, with its sister courses The Cape Club of Sharon in Sharon, MA and The Cape Club of Palm City in Palm City, FL. Members of each club have access to all of the clubs.

### **Key Responsibilities of the General Manager**

Prepares and monitors revenue goals and expenses as well as generating various (weekly, monthly, etc.) business volume forecasts.

- Monitors financial reports/statements on a daily, weekly and monthly basis for the facility and takes effective corrective action when necessary.
- Establishes, initiates and monitors basic personnel policies and training along with professional development programs.
- Ensures all Human Resources procedures and policies are followed by management staff.
- Develops, maintains and administers a sound organizational plan and initiates improvements as necessary.
- Oversees the care and maintenance of all the facility's physical assets.

- Coordinates marketing programs to promote the facility's services to potential customers.
- Ensures the highest standards for food and beverage products and service on property.
- Implements policies and procedures for multiple departments, including compliance of all company standards relating to the quality of products and services.
- Responsible for interviewing, hiring, training, planning, assigning, and directing work, evaluating performance, rewarding, and disciplining associates; addressing complaints and resolving problems.
- Directly manages department members that may include, but is not limited to: Director of Golf, Golf Course Superintendent, Food & Beverage Manager, Bookkeeper, etc.
- Assures that effective orientation and training are given to each new associate, and coordinates ongoing training programs.
- Regular and reliable attendance.

#### **Qualifications and Knowledge Requirements:**

- Must have 3+ years related experience in golf operations / club management
- Must have supervisory, coaching and staff development experience
- Must have demonstrated ability to run a professional, efficient, high quality, service-oriented operation
- Must have a good business aptitude and passion for the golf and hospitality business
- Must be proficient in the use of Microsoft Word, Excel, Outlook and PowerPoint

#### **Skills:**

- Must possess exceptional written and verbal communication skills
- Must be extremely organized, efficient and detail-oriented
- Must have exceptional customer service skills
- Must be highly motivated, goal driven and a self-starter
- Highly polished interpersonal skills, with the ability to connect with people easily and quickly
- Must have skill to exercise good independent judgment in assessing situations and making decisions
- Ability to establish and maintain effective working relationships
- Ability to "think outside the box" as a problem solver and promoter of the club
- Must be comfortable leading a team and being the "go to" person as the one who guides the club forward

Please send resume to:  
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 The Cape Club of Sharon  
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