



**Job Description
General Manager
Brownson Country Club
Huntington, CT**

Position Summary:

Brownson Country Club is a private member owned club located in Huntington, Connecticut, established in 1959. The club is seeking a General Manager to lead in fulfilling its vision of being Fairfield County's most family friendly country club with a complete offering of services to its members and guests. In this role, the ideal candidate is personable and customer service focused being the first point of contact for staff, providing service, hands-on leadership, and customer service executing in all the clubs dining and social events. With a significant growth in new members over the past few years, BCC is positioned for a major growth opportunity.

Under the supervision of the Brownson Board of Directors, this position is responsible for providing day to day direction and management of non-golf country club operations, club house including kitchen and dining facilities, bar, pool, cabana, administrative staff and personnel associated with the club operations to ensure satisfaction and best interests of BCC members and guests. The General Manager will report to the Brownson Board of Directors and will be responsible for carrying out the Board's policies and held accountable for all areas of Club event/activities. The GM will be the Board's bridge to the staff and will report back on the effectiveness of policies, operations and programming.

The General Manager is responsible for continually developing and implementing high service standards through proper hiring and training of staff. The GM is also responsible for improving revenues and profitability in all aspects of the non-golf club operations while working within the budget, supervising and training of the staff. In addition, the GM will be responsible for the management of service in the manner most pleasing to members and their guests while assuring the highest standard of appearance, hospitality, and service.

The environment at Brownson Country Club is focused on providing a high level of service with emphasis continuing to improve the country club experience at the club. The General Manager works to create an environment where staff is involved and enthusiastic, with open communications and respect for BCC members, guests and property.

Essential Duties:

- Responsible for developing and implementing member retention and membership recruitment initiatives
- Will have operational and fiscal responsibility for all aspects of Club House/Pool/Food and Beverage operations.
- Problem solver/decision maker with ability to handle pressure and react effectively and responsibly when faced with unexpected circumstances
- Hiring and developing staff
- Oversight of the day-to-day operations of Club House Facility and Bar/Restaurant
- Managing budgets to enhance growth and maintain proper cost controls

- Active role in membership development/marketing and membership retention
- Management of administrative staff for the club
- Work closely Pro Shop, Golf Committee and Greens Departments for overall club coordination and for of golf events for both members and outside outings
- Participate in local business organizations in effort to promote Club brand and outside functions
- Promote Club Facilities to membership and general public

This job description should not be construed to imply that these requirements are the exclusive duties of the position. Incumbents may be required to follow any other instructions, and to perform any other related duties, as may be required.

Education and/or Experience:

- Bachelor's degree in hospitality or related field is preferred.
- Minimum seven (7) years' experience working in a country club or restaurant/banquet facility with a minimum of three (3) years' management experience.
- Candidates must have the ability to deliver a high quality of service with the emphasis on continuous improvement.
- Self-starter with strong work ethic willing to take "ownership" of operations
- Skills in recruiting, supervising, training, monitoring, evaluating and motivating personnel.
- Financial aptitude and experience to assist and understand the operating budget
- Ability to train, motivate, and supervise
- Must be well organized, able to work under pressure and meet deadline requirements

Necessary Knowledge, Skills and Abilities:

- Knowledge of all aspects of country club operations, emergency first-aid procedures, and basic principles of customer service.
- Excellent written and oral communications skills and the ability to provide customer service, information, and feedback to the public.
- Excellent people skills
- Knowledge of Microsoft Word, Excel and Outlook. Experience with standard F&B POS systems a plus.
- Ability to handle cash flow with accuracy and proper handling in adherence to established club procedures.
- Ability to investigate and resolve complaints concerning programs and the facility.
- Must be highly motivated and take direction well with excellent interpersonal and communication skills, both written and verbally.
- Ability to work independently and with the entire Club Team in a fast-paced and high-volume environment
- Ability to provide outstanding customer service and get along with coworkers, patrons, and supervisors and interact with employees and vendors in a professional manner.

Employee Benefits

- Salary commensurate with experience
- Bonus (based on metrics)
- Medical, Dental and Vision package
- 401K with employer contribution/match
- Paid time off including vacation time, sick leave, personal leave and holidays

About Us

Located just off the picturesque village green in Huntington, Connecticut, Brownson Country claims one of the area's most challenging 18-Hole Championship Golf Courses, a family pool complex and a spacious clubhouse with multiple dining, bar, banquet or meeting venues.

Our Olympic Sized Pool Complex featuring Swimming and Diving Areas, Kiddies-Pool, Cabana and Snack-bar is a popular spot at Brownson. Fully staffed with qualified, Red Cross licensed Lifeguards on duty at all times, children swimming lessons can be arranged throughout the summer. Our Boys and Girls Swim teams travel and compete throughout the state. The pool is the perfect location for a relaxing summer day, a kid's pool party, a refreshing after-round dip, a summertime BBQ or an outdoor evening cocktail and moon-lit dinner party under the stars.

Multiple dining, entertaining, meeting and banquet venues are located throughout the club and range from the formal dining room accommodating functions for up to 200 guests, our lounge-grillroom for smaller gatherings, at poolside or on our covered deck overlooking the pool complex and the golf course. Whether its hosting a festive wedding reception, a rehearsal dinner, a bridal or baby shower, an anniversary, a birthday party, a family reunion, or a yearend Holiday party...Brownson is the perfect spot for every special occasion. Our Audio-Visual System and digital projection equipment ensure that all business meetings held at the club are done so in a most professional manner.

Known throughout Fairfield and New Haven counties as a 'Family-Friendly' Club, Brownson pays special attention to the development of a social environment with events scheduled for the entire family. From dinner dances to summer BBQs at the pool, from Special Cuisine Nights to Breakfast with the Easter Bunny and Santa Claus, from a kiddie's Halloween Party to the Members Christmas Party, Brownson is a 'special' place to be.

www.brownsoncc.com



Applications

Send resume and introductory letter to: jobs@brownsoncc.com

Application deadline is Friday, September 30, 2024.