



## **General Manager, Whitford Country Club**

### **Overview**

The General Manager oversees all aspects of club operations, including golf course management, clubhouse facilities, food and beverage services, membership relations, events, and financial health, ensuring a high level of member satisfaction while managing budgets, staff, and overall club policies as directed by the Board of Governors.

### **Required Skills and Qualifications:**

- Proven leadership experience in a service-oriented industry, preferably within a country club environment.
- Strong business acumen with financial analysis and budgeting skills.
- Excellent interpersonal and communication skills to effectively interact with members, staff, and vendors.
- Knowledge of golf course operations, including agronomy practices, is beneficial.
- Understanding of food and beverage management, event planning, and catering services is highly desirable.
- Ability to manage multiple priorities and operate in a fast-paced environment.
- Proficiency in relevant software applications for club management and financial reporting.

### **Education & Experience:**

- Minimum 5 years of progressive Golf/Country Club Operations-related experience and/or training, 10 years preferred.
- Maintains membership with the Club Managers Association of America (CMAA) and other professional associations.
- Attends conferences, workshops, and meetings (e.g., CMAAs World Conference and Club Business Expo and CMAA chapter meetings) to keep abreast of current information and developments in the field to enhance his or her value and quality of services to the members.



- Certified Club Manager (CCM) Certification preferred, or within 2 years of acquiring certification required.
- Previous supervisory responsibility required.

## **Essential Responsibilities**

### **Key Responsibilities:**

- **Leadership and Management:**
  - Supervise and direct all department heads including agronomy, golf, food and beverage, racquets, aquatics, events, and other relevant staff.
  - Hire, train, and evaluate staff performance across all departments.
  - Foster a positive and service-oriented culture within the club.
- **Financial Oversight:**
  - Develop and manage the club's annual budget in conjunction with the Controller.
  - Analyze financial reports and identify areas for cost optimization.
- **Member Relations:**
  - Build and maintain strong relationships with club members, addressing concerns and proactively seeking feedback to enhance member satisfaction.
  - Organize member events and activities to promote community engagement.
- **Operations Management:**
  - Ensure smooth day-to-day operations of all club facilities including the golf course, clubhouse, dining areas, and event spaces.
  - Oversee maintenance and upkeep of club grounds and facilities.
  - Monitor compliance with all relevant regulations and safety standards.
- **Marketing and Sales:**
  - Develop and execute marketing strategies to attract new members and retain existing ones.



- Manage membership sales process and conduct presentations to prospective members.
- Board Interaction:
  - Regularly report to the Board of Governors on club operations, financial status, and strategic initiatives.
  - Implement decisions made by the Board and align club operations with their vision.

\*Perform other related duties as assigned.

**Apply for This Position**

Interested candidates should submit a cover letter and resume for consideration to Matt Weist, President, Whitford Country Club ([mattweist@comcast.net](mailto:mattweist@comcast.net)).