



North Shore Golf Club - Menasha, Wisconsin

Overview

Founded in 1930, North Shore Golf Club is the full-service family country club in Menasha, Wisconsin. The club's 250+ members and their families enjoy an array of recreational and social amenities at North Shore. The club includes a picturesque 18-hole golf course, swimming pool, and an elegant 22,000 square foot clubhouse offering a variety of member dining and banquet venues, including a spacious ballroom. The golf course was renovated in 2006. North Shore has hosted the Wisconsin State Match Play, State Amateur, the Wisconsin State Open, and will host of Wisconsin State Senior Open in 2024. The club recently completed a new outdoor patio and is currently undergoing a refresh of the main Clubhouse. The club's members are the business and social leaders of the greater Fox River Valley area. The club is open year-round and enjoys a full schedule of golf and social events for member families and their guests. The Fox River Valley area is a true family community with affordable housing, excellent schools, and rich cultural attractions.

The club's annual gross revenues are \$3.2 million with food and beverage revenue of \$1 million. Total staff in season reaches 65 employees.

Position Summary – General Manager/COO

The General Manager serves in the capacity of the Chief Operating Officer of North Shore Golf Club and will need to be visible and accessible leader to both the members and staff alike. The General Manager will guide all club operations under the direction of the Board of Directors. The General Manager will act as the leader, mentor and liaison between all Department Heads and Committees. He/she will be held accountable for all areas of the club and will enable the Board to avoid the short-term focus that is the staff's responsibility allowing the Board to focus on proper governance.

Liaison to: All of the Club's standing Committees and Committee Chairpersons; Finance Committee, Golf Committee, Greens and Grounds Committee, Membership Committee, and House Committee.

Direct Reports include: Club House Manager, Controller, Golf Course Superintendent, and Director of Golf .



Key Responsibilities

- The oversight of the work of all Department Heads and Managers. In coordination with Department Heads, the recruitment, hiring, training, supervision, and timely evaluation of all of the club's staff.
- Ensures all Human Resources procedures and policies are followed by management staff and assures that effective orientation and training are given to each new associate.
- The General Manager will directly and through Department Heads emphasize a "member first" service culture that ensures member patronage and maximizes the use of the club's facilities.
- The active promotion of the club to all members and their families. The General Manager is expected to interact with members on a daily basis; actively soliciting member opinions and input as to the club's facilities and services. Visibility and accessibility are paramount. The General Manager will respond to member complaints in a timely fashion and report significant issues to the President.
- The positive representation of the club in the Fox River Valley Community.
- Responsibility for the financial guidance and reporting for all club operations in accordance with acceptable accounting procedures. Such duties will involve the formulation of the club's annual operating and capital budgets to be coordinated with the Finance Committee, the Controller and Department Heads. The General Manager will operate the club in accordance with the approved budgets and with the Controller report the club's financial condition to the Board of Directors on a monthly basis.
- Possess a working knowledge of all facets of private club operations with emphasis on food and beverage services, membership growth, social media presence, staff mentoring, and the ability to drive member usage through program development.
- Demonstrate a reputation as an active and visible club leader, exhibiting a casual yet professional image and responsive to member needs and feedback.
- Other duties as requested by the President and Board of Directors.

The major areas of focus for this role are:

- **Member Services** – Maintain efficient daily Club operations and provide quality leadership to supporting staff to deliver the best possible service to the membership.
- **Employee Relations** - Coordinate with the Department Heads on matters of compensation, disciplinary, and other significant personnel actions while continuously providing support with recruiting, training, and continuous employee development.
- **Financial Management** – Provide input to all department heads and key personnel regarding



budgets, fiscal controls, and operational guidelines while working with Committees and Board on annual operating budget preparations and long-range planning including facilities management. In addition, develop and implement processes and procedures to increase operating efficiencies, internal controls, and therefore improve costs controls.

- **Club Management** – Oversee all Club operations and support Department Heads.
- **Communication** – Develop ongoing dialogue and rapport with Club members through various programs and mediums of communication. At the same time, develop and maintain an effective employee communication system.

Competencies and Qualifications

The General Manager will be the consummate professional; well versed in all facets of Club administration with a minimum of 5 years as a General Manager, Assistant General Manager, or Clubhouse Manager, in a private Club setting. Candidates should have a working knowledge and strong emphasis on Food & Beverage, financial management, and strategic planning.

Attributes to include:

- A Hospitality, Business Management, or related degree is preferred. CCM designation is a plus.
- Energy, poise and presence to serve a discerning membership, motivate an experienced and veteran staff, and willing to be hands-on in day to day operations.
- Solid operational and financial skills with experience in budget development and execution.
- An outgoing and friendly personality with a high potential to identify with and embrace the Club's culture.
- Capable of a high degree of initiative and resourcefulness in directing the activities of a Club, and able to present a consummately professional and polished image to the staff, membership, and general public.
- Experience with developing and implementing processes and procedures that effect structure, consistency, and efficiency with operations.
- Employee relations, selection/hiring, day to day management, and training & development experience. Special commitment in recruiting, developing and supporting young managers.
- Strong organizational skills and with ability to set priorities and delegate effectively with appropriate follow-through and oversight.
- Strong attention to detail and the ability to see the "big picture" but also to have a critical eye for detail.



- The ability to function in a Committee oriented environment and to respond to the ideas and energies of the Club's standing Committees. The ability to work corporately and professionally with a variety of personalities.

Compensation and Benefits:

- Compensation commensurate with experience
- Annual performance bonus
- Benefits include:
 - o Health insurance in accordance with Club policy
 - o Relocation assistance
 - o Participation in the Club's 401K plan
 - o A full CMAA package to include dues and education expenses based on yearly budget

Projected Start Date:

No later than April, 15, 2020

Application Closing Date:

March 10, 2020

Interested and qualified applicants should submit their resume and cover letter in confidence to **both**:

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