



## General Manager

**Spotswood Country Club | Harrisonburg, VA**

### **About the Club**

Founded in 1926, Spotswood Country Club is Harrisonburg's only member-owned, fully private country club. Spotswood Country Club caters to every member's lifestyle with premier facilities, elegant dining options, and a friendly connected community.

The 18-hole layout, originally designed by Fred Finely and Edmund Ault, offers distinct challenges amidst first class conditions and incredible views. Members and their guests enjoy a wide variety of golf activities including: tournaments and special events, private or group instruction, men's and ladies' teams and leagues, fun-filled junior programs and much more. Other services available throughout the year include men's and ladies' golf locker rooms, bag storage in a climate-controlled room, club repair and USGA handicaps.

SCC Tennis offers something for everyone: four levels of junior programming including Little Tennis, 10 & Under Quick Start, and for the more advanced player, we offer The Elite Team and Top Guns. Adults have a wide variety of activities to choose from including Cardio Tennis, Combo Clinics, Pro Drills, and Weekend Warriors. SCC Tennis also offers Friday family fun nights, organized match play and open play, socials, mixers, camps, as well as tournaments. Our racquets facilities feature four clay and two hard surface courts along with pickle ball.

SCC Aquatics features an award-winning swim team and comprehensive lessons program. Our 196,000-gallon pool has six 25-meter lanes along with a 3-foot shallow end and an adjacent 12-foot deep diving well. The aquatics area has a separate wading pool for small children as well. Summer events are fruitful and fun at the pool, and every day is a pool party to us!

Spotswood members have many options when it comes to dining. From full meals in the dining room to cocktails and hors d' oeuvres in the bar or lounge, the menu is always sure to please. Additionally, the patio is a popular place during warm months and features live entertainment from local musicians on select weekends. The culinary staff offers weekly Chef Specials, Senior Night, Family Night, monthly Dinners for Two, Sunday Brunch, Sunday Football, and a multitude of special dining opportunities like Wine Dinners and Special Burger Nights.



## **General Manager Position Summary**

### **Overview**

The General Manager (GM) is the leader of the Club, responsible for all operating facets of the clubhouse and restaurant while reporting directly to the Board of Directors. The GM directly oversees the current staffing model of a PGA Head Golf Professional, GCSAA Superintendent, Executive Chef, FOH Manager, Events Manager, Head Tennis Professional, Aquatics Director, and Controller. He/She fosters and oversees the relationship between the Board of Directors, the Club members and the community while delivering the highest quality operations in the surrounding area. In addition to leading the Club on a daily basis, the GM is responsible for financial results, staff management and superior operating practices. He/She is expected to provide meaningful input to Spotswood Country Club on industry trends, key issues, and organizational needs to ensure the Club's long-term success.

### **Key Objectives**

- Manage all aspects of the Club including its activities and the relationships between the Club and its executive council, members, guests, employees, community, government and industry.
- Develop operating policies and procedures and direct the work of all department managers.
- Oversee and ensure the hiring, on-boarding, training, management, and development of service-minded individuals in delivering a high-quality member/guest experience aligned with our mission and values.
- Work directly with the elected Officers and Directors of the Club carrying out the policies and operation of the Club as stated in the Club's By-Laws.
- Monitor the condition of all Club property and direct employees in the maintenance and upkeep of Club property and facilities.
- Work with the Board of Directors to budget for and control Club revenues and expenditures.
- Maintain all required records of the Club including P&L statements for bar and restaurant, roster of members, various schedules, and other materials and communication systems.
- Implement and monitor the budget, quality of the Club's products and services and ensure maximum member and guest satisfaction.



### **Essential Job Functions & Responsibilities**

- **Service** – Improve the overall member experience by developing and implementing a first-class member service program, preferably in a private club setting.
- **Leadership** – Be the face of the Club. Instill an attitude of pride and excellence in all Club employees. Encourage employees to continually improve and grow both personally, and as a team.
- **Food & Beverage** – Ability to oversee operating and the training of staff, drive revenue and monitor/control cost in an active full-service restaurant.
- **Financial and Analytics** – Develop and implement a department long range financial plan, develop annual cash flow and capital budgets. Monitor monthly budgets and take corrective action where necessary. Oversee preparation of monthly Board reporting.
- **Membership** – Assist in creating a plan of action for retention and growth of the membership. Project positive, professional atmosphere to prospective members, neighbors and the community.
- **Sales** - Comprehension of golf, tennis & aquatics membership sales, banquet related sales: weddings, fundraisers, Club memberships, corporate events, rounds of golf, group outings, stay and play packages and golf merchandise.

### **Competencies & Qualifications**

- Applicants must possess multiple years of General Manager, PGA Professional/ Operations Manager, Clubhouse Manager or Assistant General Manager experience. Applicants must have In-depth experience providing professional, high-end service within a full-service club, as well as possess effective problem-solving skills while illustrating respect and gaining respect of staff.
- “Visionary, take-charge type” person who understands trends in the private club industry and can help position the Club to successfully take advantage of these trends.
- Excellent communication skills – written and verbal, must be able to communicate to the board of directors and staff on a daily basis. The GM should be comfortable speaking effectively before individuals and groups of members and employees of the organization.
- Can remain calm under pressure and work clearly and swiftly to resolve issues while maintaining a leadership position overall (i.e. conflict or complaint resolution).



- Attention to detail while managing the big picture.
- Excellent time management and organizational skills and willingness to take initiative.
- Lead team of staff by giving clear sense of direction to department heads and employees, creating a culture of accountability, and casting vision while getting enthusiastic buy-in from the team.
- Conduct oneself with good moral and ethical practices both at work and in the community while taking a proactive rather than reactive approach when leading the Club.
- Manage the daily operations; golf, food & beverage, tennis, and aquatics.
- Knowledge of both “front of house” and “back of house” operations, possess an outgoing, approachable personality that is visible to the membership, and has attention to detail.
- Comfortable working days, nights, weekends and holidays.
- Candidates must demonstrate a proven record of financial acumen and budgeting success. Experience with Jonas and/or other Club accounting software is desired.
- Degree in higher education and/or certifications preferably in Hospitality Management.

**Compensation & Benefits:**

- Salary commensurate with experience
- Performance Bonus
- CMAA education allowance
- Vacation

Please include details on your industry accreditations (i.e. CMAA / PGA) as well as any continuing education programs you have completed. Interested and qualified applicants should submit their resume, cover letter and references to both:

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