

## Candidate Profile: General Manager

Kenosha Country Club

Kenosha, WI

[www.kenoshacountryclub.com](http://www.kenoshacountryclub.com)

### About Kenosha Country Club

Kenosha Country Club is a private, member-owned full-service club located on the northeast side of Kenosha County, Wisconsin, midway between the cities of Kenosha and Racine. The Club was founded in 1898.

Donald J. Ross, one of the world's premier golf course architects, created the 18-hole championship layout in 1922, which is considered one of the finest in Wisconsin. The course has been maintained in pristine condition, and is currently undergoing restoration to return some of the original design concepts. The Club currently has an active membership of over 300 members composed of business and community leaders from the local area stretching into northern Illinois. It has a beautiful clubhouse with several dining and function rooms. Additional recreation facilities include an outdoor, heated swimming pool and five tennis courts.

A member-elected Board of Directors oversees all business of the Club. The Board of Directors retains a General Manager with a Golf Course Superintendent and Golf Professional, who oversee the day-to-day operations and report to the General Manager and the Board of Directors.

The General Manager's position has become available with the retirement of our current General Manager of 13 years.

### Position Summary

The General Manager is in charge of all club operations and is a very visible and accessible position to members, staff and guests. This person is expected to be present at the Club as its "face," managing operations during regular business hours, as well as during evening and weekend private party and club functions. The General Manager is responsible for all areas of the Club and reports directly to the Board of Directors. The position has ten direct reports and an in-season staff of 75+. Food and beverage knowledge and management are key components of this position. Overall club finances and budget management for all areas of the club are to be maintained. A strong sense of club marketing and advertising, including social media, will be expected to market the club to prospective members and banquet event planners.

## Key Areas of Responsibility

- Maintain the mission to create a comfortable relaxed and friendly environment with fine food, facilities and activities for its members' enjoyment.
- Provide excellent service throughout our full-service club.
- Oversight of all Department Heads and Managers (Grounds, Golf Shop, Food & Beverage, Tennis, Pool, Accounting, Marketing, Chef, Housekeeping and office personnel).
- Arbitrate conflicts between employees and members or fellow employees
- Coordinating the development of the club's long range and annual business plans, including yearly budgets and capital expense requirements
- Renew and maintain all licenses as the agent in a timely manner (liquor, restaurant, Gazebo, Halfway, Swimming Pool and tobacco)
- Insure clubhouse and facilities readiness up to code for fire marshal and building inspector
- Handling all aspects of human resources, including the coordination with Department Heads for the recruitment, hiring, training, supervision and timely evaluation for professional development of the club's staff.
- Insure that all new hire paperwork is complete with signed employee handbook form and is in compliance with state and federal standards
- Clearly define job descriptions and service expectations, while insuring that processes for hiring, training, and retention of key staff are in place to achieve consistency of performance throughout; establishes a basic personnel policy.
- Hire seasonal pool and tennis directors and oversee all aspects of these areas
- Administer health benefits for current and new employees; administer COBRA benefits for resigned and terminated employees; and be the plan administrator for the KCC 401k program.
- Responsibility for the golf course operations and golf shop statements.
- To monitor monthly actual results; explain variances from budget; and take prompt corrective action to address variances, ensuring each operating area is maximizing efficiency and profitability.
- Have prepared and submitted in a timely fashion all state and federal tax forms and information
- Review weekly accounts receivable, accounts payable, bank deposits and cash flow
- Ensure member statements are accurately produced and mailed in a timely manner
- Ensure proper tracking of non-member revenue as outlined in federal codes
- Review bi-weekly payroll and insure proper cash status of payroll account
- Monitor any capital or improvement projects
- Negotiate yearly contracts for trash service, computer maintenance, office equipment, phone, medical supplies, preventative maintenance, etc.
- Prepare the agenda, minutes, financials and set-up for the monthly Board of Directors meeting
- Generate correspondence from the Board of Directors
- Respond to all member inquires – new members, current membership status changes, resignations, minimums, rules, By-Laws, complaints and accolades
- Review, maintain, and update the design of the Kenosha Country Club website as needed
- Work with House Committee and staff to schedule member events and promotions to increase member participation and increase prospective member attendance.

- Network on and off-site for banquet events and membership sales
- Conduct tours of the facility for membership and banquet sales
- Review inventory of china, glass and silverware and order as needed to insure proper levels for guest service
- Meet and greet members and follow up to check on satisfaction with food and service
- “Set the pace” for all employees and actively promote a positive and safe work environment where teamwork and cooperation are emphasized.
- Maintain an active and positive work environment for all staff.
- Actively participate in club events, making use of significant personal contact as a means of gathering feedback.
- Attend all major club functions, committee meetings, board meetings and otherwise be visible to the membership.
- Ensure the Club complies with all local, state and federal laws.
- Ensure that all personal and confidential information is properly handled.

### Required Skills

The General Manager will be the consummate professional; well versed in all facets of club administration. The ideal candidate will have experience in a similar setting with strong emphasis on food and beverage, marketing, financial management and strategic planning.

- Strong leadership skills with the ability to motivate, communicate, build, coach and mentor a veteran staff with a commitment to quality and excellence.
- Excellent communication skills at all levels.
- Attention to detail with sense of urgency.
- A career path marked with a logical progression of title and responsibility, stability of tenure and accomplishment.
- Strong knowledge and background in food and beverage production and service
- Experience in budgeting, revenue forecasting, capital expenditure, inventory management, marketing plans.
- Computer literate with experience in Microsoft Office and computerized POS
- Experienced in writing business reports, letters and other communications
- Excellent organizational, analytical and communication skills

### Compensation and Benefits

- A base salary commensurate with experience
- Annual performance bonus; negotiable and based on profitability
- Family health insurance
- Participation in the club’s 401K Plan
- Standard benefits – vacation time, sick time, employee meals, golf privileges and more - as outlined in the Employee Handbook

Kenosha Country Club is committed to a long-standing policy of providing Equal Employment Opportunity for all applicants and employees regardless of their race, color, religion, creed, national origin, ancestry, age, sex, veteran status, marital status, disability, or any other characteristics protected by law. Background checks will be done.

Please reply with resume and two references to:

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