

OAKWOOD COUNTRY CLUB

General Manager

ABOUT THE CLUB

Coal Valley, IL | Nestled two hours from Chicago, in the beautiful countryside of Coal Valley, Illinois, and just minutes from the heart of the Quad Cities, Oakwood Country Club offers something for everyone looking for a country club experience that truly exceeds expectations. Members and guests enjoy a well-maintained golf course, several dining outlets, and a pool complex. The General Manager role is viewed as essential in membership marketing as well as developing and managing an outstanding food & beverage operation, and an overall warm, hospitable culture at Oakwood Country Club. An exceptional opportunity exists for an energetic candidate with a successful track record as a General Manager or an upcoming rising star with the right set of skills.

The position is available due to the retirement of the current General Manager.

OAKWOOD COUNTRY CLUB BY THE NUMBERS

- 400 Members of which 225 are golfing members
- 18 - Hole Championship Golf Course
- Approximately 10,000 rounds of golf played annually
- Annual Dues Volume: \$850,000
- Clubhouse with Full-Service Dining - (Main Dining Room, Bar and Grill Room)
- Annual Food & Beverage Revenue: \$600,000

THE POSITION DESCRIPTION

The General Manager is responsible for helping set and support the mission and vision of Oakwood Country Club. This executive has operational management authority over the daily operations of the club. He/she works closely with the Board of Directors and several committees to establish organizational and financial goals, objectives, plans, and policies for the Club.

He/she is responsible for the financial and operational stability of the club and other external activities. Duties include developing standard operating procedures, overseeing sales, membership recruiting, food and beverage, financial, facilities and services team with the focus on maintaining exceptional facilities, and programs throughout the club's offerings.

The GM will work closely with the President to develop the Board agenda and with all committee chairs to make certain that the Board has the appropriate reports and financial information it needs to monitor club operations, to understand its financial position, and plan for future club needs. The GM will provide administrative and financial direction, will review adherence to operational goals, and be available for managerial counsel on all

matters. The GM will work closely with the Board and the various department heads to ensure that the primary goal, a high level of membership satisfaction, is achieved.

The GM will play a critically important role in developing, maintaining and enhancing the personality and culture of the Club, its membership, and its employees. He/she will be a visible and welcoming person who will be personally involved in the front of the house; both in terms of setting the tone and the training of employees and in being personally present at events, both large and small. The GM must understand and enhance the intangibles that make Oakwood Country Club a unique Country Club providing a great value in the Quad Cities.

The GM will have the following club department heads reporting to him/her: Golf Pro, Golf Course Superintendent, Office Assistant, Clubhouse Manager, Executive Chef and Maintenance Team. The GM will work collaboratively with the member-volunteers who assist the Club in many facets of its operations.

PRIMARY ROLES & RESPONSIBILITIES

To be successful, the General Manager must:

- Understand, appreciate and be additive to building the club's culture.
- Have outstanding food and beverage aptitude and experience and know how to deliver in these areas at a high level. In particular, the quality and consistency of the food and drink offerings to enable Oakwood to find its place in the local market.
- Have a strong "forward focus" on Country Club trends.
- Partner with the Golf Professional and Golf Course Superintendent, to create an exceptional golf experience. The Oakwood Golf experience is a key to the Club's success.
- Possess the financial acumen and administrative skills to juggle the numerous demands of the position.
- Ability to create and oversee a system identifying key ratios to track (payroll, net F & B, etc.) as well as valuable 'dashboards' for oversight and enhancement of operations.
- Be analytical in nature and skill set that translates into performance objectives that are easily articulated, understood, and turned into backing for making overall member satisfaction a top priority for the organization.
- Be able to develop and install a performance management system, ensuring that standards of conduct and member engagement are met; this includes oversight of high standards of appearance, hospitality, service, and cleanliness of all facilities, as well as the key financial metrics that are agreed upon.
- Instill a high-performance culture throughout the Club by involving associates in the decision-making process of how 'work gets done' and help to further an already desirable and rewarding work environment.
- Have enthusiasm and aptitude for teaching and training, developing, and enhancing orientation and training programs for all Club personnel, working, as necessary, with the managers directly responsible for those operations.
- Ensure effective and efficient staffing and scheduling for all facilities and non-golf functions while balancing financial objectives with member and guest satisfaction goals.

QUALIFICATIONS, EDUCATION & CERTIFICATES

CANDIDATE QUALIFICATIONS

- A minimum of 3-5 years of progressive leadership/management experience having a consistently upward tracking leadership experience in a similar hospitality operation known for high service standards. The club will consider both current GMs, as well as "rising stars" with the necessary potential, but who are currently in exceptional club environments as an Assistant General Manager, Club Manager, or having similar responsibilities.
- Detail oriented with the ability to exercise good time management skills, as well as the ability to instill such proficiencies in others with whom he/she will be working with.
- Experience in planning and administering training and professional development programs for himself/herself and club personnel.
- Experience in developing/implementing annual (business) plans, operating reports, forecasts, and budgets, with a strong understanding of hospitality and service balanced against financial efficiencies.
- Able to monitor safety conditions and employees' conformance with safety procedures; and assures that effective training for these programs is conducted in all departments.

EDUCATIONAL AND CERTIFICATION QUALIFICATIONS

- A Bachelor's Degree from a four-year university or college is highly desirable, preferably in Hospitality Management or a relatable field.
- In lieu of the degree, substantial private club or hospitality experience will be considered.
- Industry certifications preferred but not required, or credits towards designations such as CMAA, CCM, CCE, PGA

COMPENSATION & BENEFITS

- Salary is open and commensurate with qualifications and experience:
- Range: \$75,000 to \$90,000.
- Health, Dental and Vision Benefits:
- Sharing in Member based Holiday Fund
- Performance Bonus
- Expense allowance toward CMAA membership and education
- Additional Gratuities on Specific Events
- Paid vacation

APPLICATION INSTRUCTIONS

- *The application deadline is **August 31st, 2022***

Combine your cover letter, resume and any additional materials into one (1) PDF file and attach the document below. Please use the following file naming convention: ***"Last Name, First Name, General Manager - Oakwood Country - Board President***

Please use the following Link for Document Submissions

<https://sites.google.com/pgahq.com/oakwood-country-club/home>

Contact us for more Information

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