



Candidate Profile

General Manager

Fairlawn Country Club
Akron, OH



Organization

With a rich history dating back to 1917, Fairlawn Country Club is among the Midwest's elite, full-service, family centric private country clubs. The club's 500+ membership and their families enjoy an array of recreational and social amenities on 115 acres of beautiful rolling terrain. The club amenities include a picturesque 18-hole golf course designed by W.B. Langford, five tennis courts, four pickle ball courts, swimming pool, and an elegant clubhouse offering a variety of member dining and banquet venues. The club has developed a Strategic Plan, a Facility Master Plan, and an Asset Replacement Plan. The club has spent roughly four million dollars on asset replacement and enhancement in the last four years and set to install a new irrigation system starting in August along with over \$900,000 in additional asset replacement/enhancements this year. The club is on schedule for the next phase of its Facility Master Plan.

Fairlawn is financially healthy and sound with no debt, cash reserves, and a clear strategic vision to carry it forward for the next several years. The club's members are the business and social leaders of the greater Akron area. The club is open year-round and enjoys a full schedule of sports and social events for member families and their guests. Located in the City of Akron, Summit County, Ohio, with a countywide population of over 500,000, the club is about 40 miles south of Cleveland in northeast Ohio, and is a true family community with affordable housing, excellent schools, and rich cultural attractions.

Position Summary

The new General Manager will be following a successful GM who is moving to another club after 5.5 years of dedicated service. The General Manager serves in the capacity of the Chief Operating Officer of Fairlawn Country Club and will need to be a 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. The Annual Gross Revenues are \$7.2 million with Food and Beverage revenues of \$2.2 million.

Liaison to: All of the Club's Standing Committees and Committee Chairpersons.

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| Finance Committee | Membership Development Committee |
| Golf/Handicap Committee | Racquets Committee |
| House Committee | Aquatics Committee |
| Long Range Planning Committee | Scholarship Committee |
| Entertainment Committee | Green Committee |

Direct Reports include:

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|------------------------|-------------------------------|
| Head Golf Professional | Assistant General Manager |
| Racquets Professional | Property Operations Manager |
| Controller | Membership/Marketing Director |
| Executive Chef | Golf Course Superintendent |

Responsibilities

- The oversight of the work of all Department Heads and Managers and in turn the work of their respective staffs. In coordination with Department Heads, the recruitment, hiring, training, supervision and timely evaluation of all of the club's staff. Compensation and benefits are to be administered consistently and must fall within the guidelines as mandated by the annual budget and club policy. 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 General Manager is expected to "set the pace" for all employees and to actively promote a positive and safe work environment where teamwork and cooperation are emphasized.
- 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 Trustees on a monthly basis.
- 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 Akron Community; assisting as needed in the recruitment, orientation and retention of new and existing members.
- Other duties as requested by the President and Board of Trustees.

Requirements

The General Manager will be the consummate professional; well versed in all facets of club administration. He or she will have the following skills and attributes.

- A minimum of five years as a General Manager, Assistant General Manager or Clubhouse Manager in a comparable private club setting. Candidates will have a working knowledge of all facets of private club operations with a strong emphasis on food and beverage, financial management and strategic planning. Candidates with prior experience in traditional, family-oriented clubs are preferred.

Attributes to include:

- An outgoing and friendly personality with a high potential to identify with and embrace the club's culture.
- Leadership skills with the ability to motivate a veteran staff with a commitment to quality and excellence.
- Highly energetic...a self-starter with a "hands-on" approach to management.
- Excellent communication skills at all levels.
- A strong sense of service with proven staff development and training skills.
- Attention to detail with a sense of urgency.
- The ability to function in a Committee oriented environment; to respond to the ideas and energies of the club's Standing Committees. The ability to deal with a variety of personalities.
- The ability to see the "big picture" but also to have a critical eye for detail.
- A career path marked with a logical progression of title and responsibility, stability of tenure and accomplishment.
- The reputation as an effective and visible leader; exhibiting maturity, a positive image and disposition and superior communication and "people" skills.

- The ability to attract, train, mentor and retain a talented and cohesive staff; able to effectively manage a diverse staff of accomplished and dedicated professionals who have faithfully served the club for many years.
- A Hospitality, Business Management or related degree is preferred.
- The CCM designation is preferred.
- Impeccable and verifiable references. All candidates will be subject to a thorough background review and must have an excellent credit record.

Competitive Compensation and Benefits

- A base salary and annual performance bonus.
- Family health insurance in accordance with club policy.
- Participation in the club's 401K Plan.
- A full CMAA package to include dues and education expenses; to be determined in each year's operating budget.
- Standard benefits.
- Relocation assistance.

Professionals who meet or exceed the established criteria are encouraged to contact:

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