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## **JOB DESCRIPTION**

### **General Manager**

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Reports To: Vice President, Operations

Directly Manages: Food & Beverage Director, Golf Course Superintendent, Head Professional, Clubhouse Maintenance Person, Director of Membership, Accounting Manager, and other departments when applicable.

Classification: Regular Full-Time

Working Hours: As Required

Duties: The General Manager is the Chief Operating Officer for a multi-million dollar enterprise with 40 to 100 employees. The General Manager is ultimately responsible for every aspect of operations. General Managers have two primary goals:

1. To provide the finest possible service to patrons and guests.
2. To maximize profit.

Specifically, the General Manager must:

- Fully understand all of the guidelines, policies, procedures, and standards of HGG and ensure that the operation meets those expectations at all times.
- Achieve and maintain an optimum membership base (where applicable).
- Hire, orient, and train the entire club staff, provide these functions personally with direct reports, and ensure that the appropriate supervisor is trained and has provided the function for all indirect reports.
- Ensure that staffing levels, salaries, and overtime are kept within authorized guidelines.
- Oversee all operations to ensure that the highest possible service is provided to patrons at the most efficient cost.
- Ensure that the golf course, clubhouse, grounds, equipment, and all other facets of the physical plant are properly maintained, ensuring the finest appearance of the facility and extending the life of all fixed assets.

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#### **Page 2**

- Report performance to the Home Office on a timely basis and thoroughly understand all material financial activity before it is reported (when financial data is forwarded to the Home Office, the reports must include all of the information that is required for the period on a Generally Accepted Accounting Principles basis. No adjustments should be required at the Home Office level).
- Be prepared to explain any unusual or unanticipated events occurring at the Club.
- Review variances in excess of predefined tolerances during the monthly reporting process; working with supervisors for the accountable performance of their department.
- Be certain that all "excessive" variances are explained, in writing, to the Home Office.
- Establish an annual calendar of meaningful membership functions (both golf and social).
- Act as a liaison between HGG and the developer (where applicable).
- Establish a presence in the community of the club and HGG, maintaining high visibility at social, business, and political gatherings.

The job description includes, but is not limited to, the duties and responsibilities noted above. The essential functions of this job description are not exhaustive and may be supplemented.