

## **General Management**

### **I. Position**

General Manager (1.1)

### **II. Related Titles**

Club Manager; Club House Manager

### **III. Job Summary**

Serve as chief operating officer of the club: manage all aspects of the club including its activities and the relationships between the club and its Board of Directors, members, guests, employees, community, government and industry. Coordinate and administer the club's policies as defined by its Board of Directors. Develop operating policies and procedures and direct the work of all department managers. Implement and monitor the budget, monitors the quality of the club's products and services, and ensure maximum member and guest satisfaction. Secure and protect the club's assets, including facilities and equipment.

### **IV. Job Tasks (Duties)**

1. Implements general policies established by the Board of Directors; directs their administration and execution
2. Plans, develops and approves specific operational policies, programs, procedures, methods, rules and regulations in concert with general policies
3. Coordinates the development of the club's long range and annual (business) plans
4. Develops, maintains and administers a sound organizational plan; initiates improvements as necessary
5. Establishes a basic personnel policy; initiates and monitors policies relating to personnel actions and training and professional development programs
6. Maintains membership with the Club Managers Association of America and other professional associations.
7. Attends conferences, workshops and meetings to keep abreast of current information and developments in the field
8. Coordinates development of operating, cash and capital budgets according to the applicable budget calendars; monitors monthly budget and other financial statements; takes effective corrective action as required; approves vouchers before payment; prepares and makes financial reports to the Board of Directors
9. Coordinates and serves as ex-officio member of appropriate club committees
10. Welcomes new club members; "meets and greets" all club members as practical during their visits to the club
11. Provides advice and recommendations to the President and committees about construction, alterations, maintenance, materials, supplies, equipment and services not provided in approved plans and/or budgets
12. Consistently assures that the club is operated in accordance with all applicable local, state and federal laws
13. Oversees the care and maintenance of all the club's physical assets and facilities
14. Coordinates the marketing and membership relations programs to promote the club's services and facilities to potential and present members
15. Ensures the highest standards for food, beverage, sports and recreation, entertainment and other club services
16. Establishes and monitors compliance with purchasing policies and procedures; reviews and approves purchasing procedures and requirements
17. Reviews and initiates programs to provide members with a variety of popular events
18. Manages cash flow and establishes controls to safeguard funds
19. Works with subordinate department heads to schedule, supervise and direct the work of all club employees; confers with them about personnel-related matters including compensation, job changes, performance evaluation, etc.
20. Attends meetings of the club's Executive Committee and Board of Directors
21. Participates in selected community activities to enhance the prestige of the club; broadens the scope of the club's operation by fulfilling the public obligations of the club as a participating member of the community
21. Reports member infractions to the Board for necessary action
22. Properly manages all aspects of the club's activities to ensure and maintain the quality of products and services provided by the club
23. Serves as liaison between all management staff and Board
24. Coordinates inter-and intra-committee activities
25. Writes policy and rule directives and/or approves those written by department heads
26. Has ultimate authority over inter-departmental matters and implements policies concerning employee-employer relations
27. Develops, maintains and disseminates a basic management philosophy to guide all club personnel toward optimal

operating results, employee morale and member satisfaction

28. Prepares reports and other support material for committee and Board use
29. Negotiates and recommends Board approval for contracts
30. Provides for and manages use of the equipment, space and materials
31. Establishes and approves workloads, work methods and performance standards
32. *Maintains* relations with police, fire and other governmental agencies
33. Directs purchase, receiving, storage, issuing, preparation and control of all products, supplies and equipment
34. Coordinates as necessary arrangements for public functions and social gatherings, including seating according to protocol and special courtesies extended to members and guests
35. Ensures proper cleanliness and sanitation of all club facilities and environments
36. Performs competitive analyses on clubs and other businesses providing member alternatives through personal observations and historical reports
37. Handles emergencies such as fires, accidents and breaches of security or house rules promptly and in person.
38. Emphasizes prevention through training, inspection and preventive enforcement
39. Convenes and presides over meetings with departmental managers; conducts all-facility personnel meetings
40. Gives direction to and works closely with vendors, outside contractors, firms and individuals providing services to the club
41. Directs the writing and publishing of the club newsletter and plans for intra-club public relations
42. Performs other duties as directed by the President or Board of Directors

**V. Reports to**

Club President and Board of Directors

**VI. Supervises**

Assistant General Manager (Club House Manager); Food and Beverage Director; Controller; Membership Director; Director of Human Resources; Director of Purchasing; Golf Professional (Director of Golf); Golf Course Superintendent; Tennis Professional; Athletic Director; Executive Secretary