



**General Manager/Chief Executive Officer
Golden Valley Country Club
Golden Valley, MN**

Golden Valley Country Club, one of the top country clubs in the Twin Cities, is looking for a dynamic General Manager/CEO to join the GVCC team.

GOLDEN VALLEY COUNTRY CLUB OVERVIEW

GVCC is located five miles west of Minneapolis in the suburb of Golden Valley. It is an eighteen-hole A.W. Tillinghast designed private club that opened in 1914. Annual rounds are approximately 20,000. The course stretches over 133 acres of breathtaking scenery with a meandering creek and towering oaks. The 60,000 square foot Clubhouse has one main dining area, three bars, a bistro, luxury locker rooms, golf and tennis pro shops, pool, and 10,000 square feet of banquet space, and can accommodate up to 500 guests. The diverse membership includes 325 golf memberships, 50 social athletic memberships and 90 social dining memberships.

Please visit our website www.goldenvalleycountryclub.com for additional information.

POSITION OVERVIEW

Serves as General Manager and Chief Executive Officer of the club, manages 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. Develops and supports the club's policies as approved by its Board of Directors. Directs and supports operating policies and procedures and oversees the work of all department managers. Approves and monitors the budgets, the quality of the club's products and services, and ensures that member and guest expectations are met. Ensures that the club's assets, human resources, reputation, culture, facilities, and equipment are protected.

Responsibilities

- Implements general policies established by the Board of Directors and directs their administration and execution
- Plans, develops and approves specific operational policies, programs, procedures and methods in concert with general policies
- Coordinates the development of the club's long range and annual (business) plans
- Develops, maintains and administers a sound organizational plan; initiates improvements as necessary
- Establishes a basic personnel policy, initiates and monitors policies relating to personnel actions and training and professional development programs

- Maintains membership with the Club Management Association of America and other professional associations. Attends conferences, workshops and meetings to keep abreast of current information and developments in the field
- Monitors the development of operating and capital budgets according to the budget calendar, monitors monthly and other financial statements for the club, takes effective corrective action as required
- Serves as ex-officio member of all committees
- Welcomes new club members, “meets and greets” all club members as practical during their visits to the club. Establishes an ongoing welcome and inclusive environment with all members by being visibly present and engaging
- Proactively provides advice and recommendations to the Board of Directors about construction, alterations, maintenance, materials, supplies, equipment and services not accounted for in approved plans and/or budgets
- Consistently assures that the club is operated in accordance with all applicable local, state and federal laws
- Oversees the care and maintenance of all the club’s physical assets and facilities
- Approves the marketing and membership relations programs to promote the club’s services and facilities to potential and present members
- Ensures the highest quality standards are consistently being met for food, beverage, sports and recreation, entertainment and other club services
- Reviews and approves programs to provide members with a variety of social events
- Analyzes financial statements, manages cash flow and establishes controls to safeguard funds
- Reviews revenues and costs relative to goals, takes corrective action as necessary
- Works with subordinate department heads accordingly
- Investigates complaints against members and reports possible member infractions to the Board of Directors for its consideration
- Has ultimate authority over inter-departmental matters and directs and supports employee policies
- Develops, maintains and disseminates a management and leadership philosophy to guide all club personnel towards optimal operation results, high efficiency levels, increased employee morale and to ensure member and guest expectations are met
- Attends the club’s Board of Directors meetings and leads portions of the meetings as they relate to ongoing operations and employee matters. Negotiates contracts and makes recommendations to the Board for approval when appropriate
- Maintains relations with local police, fire and other governmental agencies
- Oversees the competitive analyses on clubs and other businesses providing member alternatives through personal observations and historical reports
- Serves as the spokesperson, in the absence of the Chairperson of the Board when handling emergencies
- Convenes and presides over regular meetings with department managers and assistant department managers
- Oversees and approves the club newsletter and public relations
- Performs other duties as directed by the Board of Directors or as apparent

The above statements (duties and responsibilities, experience/skills and physical demands) are intended to describe the general nature and level of work being performed by people assigned to this position. They are not intended to be an exhaustive list that may be of required of team members so classified.

Qualifications, Skills and Education

- The candidate will have at least three years of General Management experience role with five additional years of progressive experience in food and beverage and golf operations.
- Exceptional communication skills, both written and verbal, with the appropriate personal presence, diplomacy and ability to interact effectively with the Board, Club members, guests, staff and vendors.
- Confident, engaging leader with a proven track record of providing high-level service and experience in a premier Club. Ability to build and foster positive relationships with members and verifiable strengths in team development.
- Qualified candidates have a 4-year degree in hospitality, business or management. Certified Club Manager (CCM) achievement from the Club Management Association of America (CMAA) and/or PGA Class A certification is preferred.
- Demonstrated experience in the areas of budget development, fiscal management, strategic planning, staff management.
- Experience monitoring forecast and results on a daily/weekly basis and adjust as needed to achieve targets. Ensure proper controls are in place and being followed to accurately track revenues, payroll, inventories and expenses.
- Proven leader to ensure staff is providing excellent guest service. Review guest and member surveys and feedback and determine appropriate plan of action if appropriate.
- Ability to analyze and solve problems, efficiently handle multiple duties under pressure, work flexible hours as required including evenings/weekends.
- Must be an innovative thinker with the ability to adapt to a rapidly changing service and business environment.
- Possesses strong leadership skills including recruiting, developing and retaining quality department heads and staff.
- Highly developed interpersonal communications skills. Demonstrated quality written and verbal skills. Positive attitude, professional manner and appearance in all situations.

Compensation and Benefits

- A base salary and annual performance bonus.
- Offered pursuant to the Club's employee benefit program and includes medical, dental, vision, 401(k) plan with generous match, and Personal Time Off (PTO). Company paid life insurance and long-term disability insurance.
- CMAA and/or PGA membership dues paid by Club and on-going continuing education.

Individuals who meet or exceed the established criteria are encouraged to email their cover letter and resume to:

Melanie Dunleavy
711.mel@gmail.com

Golden Valley Country is an Equal Opportunity Employer. All qualified applicants will receive consideration for employment without regard to race, color, religion, sex, national origin, familial status, disability, veteran status, or any other status protected under local, state or federal laws.