



Club General Manager
Position Description
Kitchi Gammi Club
Duluth, Minnesota

Position Purpose

The General Manager leads and manages the day-to-day operations of the Club on behalf of the Board of Directors which includes: working with the Board and staff to carry out the mission of the Club; implementation and attainment of short-term and long-term financial goals; management of internal systems and business processes; special project management; employee recruiting; development; performance management; human resources administration; and business office management.

Specific Responsibilities

1. Manages the Club's physical assets including security and safety. Maintains the Club's property and furnishings in "museum quality" condition. Recommends capital improvement projects for effective preventative maintenance.
2. Takes direction from the Board to implement strategic and tactical planning issues and make recommendations on major business decisions. Assists the Board in the review of the current strategic plan and carries out agreed upon steps to execute strategy. Communicates to the Board regarding important and impacting Club operations and processes that work or need change.
3. Executes the business plan to achieve the intended results. Negotiates and recommends contracts for Board Approval.
4. Recommends policies and procedures to the Board and implements upon Board approval.
5. Establishes and implements sound personnel policies upon Board approval and monitors the effectiveness of policies and procedures. Revises policies and procedures as necessary.
6. Leads and manages a performance culture where employees understand the relationship between their assignments and successful execution of member service. Ensures that all staff are sustaining Club values and ethical processes. Ensures that staff hiring and promotions meet Club values and standards. Ensures that performance coaching and regular evaluations are conducted for staff.
7. Welcomes and facilitates orientation of new Club members.
8. Establishes and maintains effective relationships with existing Club members and monitors the level of member service satisfaction. Makes ongoing recommendations and adjusts processes to enhance member satisfaction.
9. Attends all Board meetings and prepares and presents regular reports of Club operations to the Board. Attends committee meetings as requested.
10. Ensures Club values, decorum, attention to policies, procedures and membership requirements and bylaws of the Club are adhered to by all members. Reports member infractions to the Board for necessary actions.
11. Consistently exhibits and maintains a culturally effective and dynamic leadership philosophy that will motivate staff and enhance the staff work experience.
12. Works with the culinary staff to ensure the highest quality dining experience for all members and guests.
13. Supervises marketing and membership development and develops programs and activities to attract and recruit members and to enhance the satisfaction of current members. Contributes articles to the KGC newsletter

promoting membership activities. Researches, recommends, and develops creative and innovative activities and programs to enhance member experiences and satisfaction with the Club.

14. Responsible for the development of operating and capital budgets, proactively working with the Club Treasurer to monitor compliance with effective purchasing policies and procedures for all departments.
15. Maintains compliance with all regulations, standards and applicable laws as the representative of the Club to the broader community and builds professional relationships with the Department of Health, Duluth Police and Duluth Fire Departments.
16. Ensures the highest standards of cleanliness and sanitation within all Club facilities.
17. Conducts regular team and staff meetings to provide direction and ensure the most effective communication and coordination of all activities and events.
18. Is sincerely and visibly engaged throughout the operation and, most specifically, in the dining rooms during periods of active usage in order to be personally connected to members and staff
19. Clearly must enjoy interacting professionally with Club members, their families and guests.

This is not an all-inclusive list and from time to time some duties may change and others may be added.

Reporting Relationship and Compensation

The General Manager reports directly to the Club President and the Board of Directors. This is an Exempt Executive position as defined by the Fair Labor Standards Act (FLSA). The General Manager will be paid on a salary basis.

Qualifications

The position requires a bachelor's degree from a four-year college or university. In lieu of a degree a substantial private club or hospitality experience will be considered (a minimum of 10 years of demonstrated club/hospitality management experience in a senior management role with at least 3 of those years in a chief operating role).

The General Manager must also have the following capabilities and skills:

- Strong leadership qualities (achievement-oriented, self-motivated, effective communicator, interpersonal skills)
- Effective teamwork and collaboration
- Excellent written and oral communication skills
- Strong project management and proven implementation skills
- Strong organizational skills
- Strong member service skills
- Strong Microsoft Office Skills (Word/Excel/Outlook/PowerPoint)

Employment Status

This position description is not a contract of employment and should not be construed as such for any reason. The duties and compensation of the General Manager are subject to change with or without notice whenever deemed appropriate by the Board of Directors. The General Manager is an employee at will.

Instructions on How to Apply

Prepare a thoughtful cover letter addressed to the Kitchi Gammi Club President, Steven Reyelts, reyelts@northlandtrialteam.com. Clearly articulate your alignment with this role, why you want to be considered for this position at this stage of your career, and why the Kitchi Gammi Club and the Duluth, MN area will benefit you, your family, your career, and the Club, if selected.