

The La Crosse Country Club (LCC) is a member owned golf, pool, tennis, and social club founded in 1900 in the city of La Crosse, Wisconsin. In 1994, the club moved to its current location in the picturesque Emerald Valley of Onalaska, Wisconsin where it built an Arthur Hills designed championship golf course, two swimming pools, five tennis courts, and a new clubhouse. It is the premier club in western Wisconsin hosting numerous prestigious golf tournaments and events while providing both fine and casual dining, many social events, weddings, private parties, and meeting spaces for members and guests. LCC is a family-oriented club with active youth programs for golf, tennis, and swimming. Boasting strong membership numbers and participation, LCC is financially sound and well positioned to grow and prosper. It is located in near the Mississippi River in an area known as the Driftless Region, which offers beautiful scenic vistas, outdoor activities galore and a quality of life unsurpassed in the Midwest. For more information, please go to our website: lacrossecountryclub.com.

Position: General Manager

Reporting To: Board President/Board of Directors

Job Summary: The General Manager acts as the Chief Operating Officer of the club, overseeing all of its activities in full accordance with the club's by-laws as well as the policies, strategies and goals approved from time-to-time by its board of directors. The GM will work with the board and its committees to create strategic plans, budgets, and near and long-term goals; and then develop the day-to-day operating procedures and tactics required to successfully implement them. The GM directs the work of all department managers to ensure that the club is executing its plans, meeting its goals, and is providing the best possible products and services to its members and guests. Hiring, training, developing, and motivating staff is a critical success factor in this role, along with the ability to work in harmony with the membership and the board. The GM acts as the "face" of the club to its members, guests, potential new members, and the community. The GM is also responsible for executing special projects, such as capital improvements, and has the ultimate responsibility for protecting the club's assets, including its membership, finances, facilities, equipment, and reputation.

Essential Duties:

1. Recruit, hire and train, and motivate a professional staff and ensure that they are delivering outstanding customer service to members while operating in a financially responsible manner.
2. Maintain up to date knowledge of the best practices in place at other similar clubs and utilize such information to work with the board, committees, and staff to continuously improve the club's operations.
3. Lead, with the board, the development of long and short-term strategic plans and work with the board and its committees to ensure implementation of those plans.
4. Monitor and manage budgets, analyze discrepancies, and take corrective actions as needed, in consultation with the board.
5. Assure that the club operates in compliance with all local, state, and federal laws and regulations.
6. Coordinate with board committees to develop programs for member satisfaction such as social events, golf tournaments, tennis/swimming programs, etc.

7. Establish and monitor purchasing policies.
8. Ensure that appropriate financial controls are in place and oversee adherence to those controls and to the policies set by the board.
9. Analyze financial statements and work with the board and treasurer to ensure the financial stability and efficient operation of the club.
10. Work with department heads to optimize staffing levels.
11. Ensure adherence to food safety standards.
12. Attend board and committee meetings.
13. Regularly attend club functions and events and be a visible and approachable presence to members throughout the clubhouse, golf course, tennis, and pool facilities while being very responsive to member feedback regarding club operations.
14. Provide advice and recommendations to President and board.
15. Oversee the care and maintenance of the club's physical assets and facilities.

Qualifications:

Education and experience:

1. Four-year degree in business management or a related field, or equivalent experience.
2. Five to seven years of managerial or supervisory experience in the private club, golf resort, or restaurant business with a history of positive career development through multiple departments of operation. Previous experience as the general manager of a private club preferred.

Key Skills:

1. Excellent written and verbal communication skills utilizing multiple media including person-to-person, telephone, letters, email, social media, and printed club publications, and understanding the different communication styles required for each.
2. The ability (and desire) to positively interact with multi-generational members to help create an atmosphere that brings people in to fully utilize the club's offerings.
3. Outstanding managerial and supervisory skills with the ability to work with a diverse staff.
4. Excellent training and employee development skills and a sincere desire to help staff succeed and grow.
5. Strong up-to-date marketing skills to attract new members and outside events.
6. A good working knowledge of technology including systems, office software, social media, presentation software, and club-specific programs.
7. Strong expertise in restaurant operations including the kitchen, menu development, cost control, service excellence, and staffing.
8. General working knowledge of golf course, pool, and tennis operations.
9. Highly organized and able to handle the diversity of issues that can arise in a club with multiple member offerings.
10. Strong understanding of the country club market, with good intelligence on best practices in the field and the ability to adapt said best practices to new organizations.
11. Strong analytical skills, both financial and operational and the ability to utilize analytical data to recommend course corrections or take remedial action if needed.

12. Excellent long-term planning skills and the ability to work with board committees and staff to develop the tactical plans required to meet the club's goals.

Compensation:

The La Crosse Country Club offers a competitive base salary, with the ability to earn a bonus when targets are met. In addition, LCC offers a health insurance plan including dental, an IRA plan with LCC contributions (eligible after two(2) years employment), a flexible health savings plan, paid vacation, One complimentary meal per working day, reimbursement of professional membership dues, and reasonable access to the club's sporting facilities such as golf, pool, and tennis.

Please send resumes to: Mike Baroni, President, La Crosse Country Club at: mikeb@lacrossecountryclub.com