



## **General Manager/Chief Operating Officer Job Posting**

Midland Hills Country Club is a 100-year-old, Seth Raynor designed, Golf and Dining Club located in the heart of the Twin Cities metro area, 10 minutes from both downtown St. Paul and Minneapolis. It's 40,000 square foot English Tudor style clubhouse has multiple private function rooms seating 2- 300 people, two member dining rooms and spectacular outdoor dining patios. The clubhouse also boasts full men's and women's locker rooms with adjacent card rooms.

The golf course has just undergone a \$2 million+ renovation/restoration by world renowned architect Jim Urbina. See [www.jimurbina.com](http://www.jimurbina.com) We will open the course this spring, with a greatly improved course for players of all skill levels. Other golf facilities include a fantastic driving range, two short game practice areas and two putting greens.

### **The Club by the Numbers (approximate):**

- 285 Golf Members, 180 Social Members
- \$6,000 Golf Membership initiation fee
- \$4.7M gross revenue (\$2M dues, \$2M F&B)
- 25 year round employees, 85 in-season
- 9 board members, each serving 3-year terms
- Golf Member average age is 58
- Excellent Cash Reserves

**For more information visit [www.midlandhillsc.org](http://www.midlandhillsc.org)**

### **Job Summary:**

The General Manager (GM) serves as Chief Operating 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. The GM coordinates and administers the club's policies as defined by its Board of Directors and the club bylaws. Develops operating policies and procedures and directs the work of all department heads. In collaboration with Department Heads, implements and monitors the budget, monitors the quality of the club's products and services, and ensures maximum member and guest satisfaction. Secures and protects the club's assets, including facilities and equipment.

**Primary Job Responsibilities:**

- Establishing a strong, collaborative relationship with the Board of Directors that is built on trust, transparency, and open communication.
- Acting as a partner with the Board of Directors to develop the strategy, objectives and operating plans for the club.
- Planning, directing, coordinating, and evaluating all activities of the club in order to ensure that they meet the club's standards in the areas of food and beverage, golf, service, and finances, etc.
- Attending all Board meetings and club committee meetings.
- Act as primary contact in membership recruitment and sales, working diligently to maintain/increase membership to desired levels.
- Delivering first-class dining experiences. Ensuring the existence of high-quality cuisine, the offering of chef driven foods and trendy wines, liquors and spirits, while maintaining superior hospitality, ambiance and service.
- Oversees and will continue to build on the clubs thriving banquet business, understanding the importance of that revenue to the club's bottom line.
- Continuing and building upon the positive member experience, culture, philosophy, and programs to maintain Midland Hills Country Club's long-standing positive reputation.
- Responsible for upkeep and maintaining the clubhouse and parking lot, including HVAC, roof, painting upkeep, both interior and exterior, FF&E, lighting, computers and networking, building repairs, equipment repairs, plumbing, electrical, etc.
- Ensuring appropriate practices to maintain fiscal responsibility and stability of the club, which include the design, implementation, and function of effective financial planning and the preparation of annual budgets, and implementation of control procedures.
- Seeking and capitalizing on opportunities to improve the club's present services to its members and their guests.
- Directing and overseeing the growth and development of the staff in all departments, and maintaining a working knowledge and compliance of applicable federal, state and local laws and regulations.
- Being extremely visible to the membership, making every effort to get to know and establish a relationship with all club members.
- Attending educational meetings and annual conference of the Club Managers Association of America (CMAA), with the focus of both positively representing MHCC, and being well-networked and industry connected in order to maintain a keen pulse on innovations and trends, as well as having access to industry experts.

**Candidate Qualifications:**

The ideal candidate will be a strong executive leader with a proven track record of success and at least 5 years of experience in club management.

The candidate will be a leader who can affect and manage change. They will have strong financial management skills resulting in a track record of successfully achieving

budgeted targets. Also, strong operations and management skills and providing hands-on attention to details are essential to the success of this position.

The candidate needs to have polished communication skills, both oral and written, exceptional interpersonal abilities and a strong member focus. The successful candidate will be a creative problem solver with the interest and ability to continue to enhance the vitality and culture of Midland Hills Country Club's brand. The ideal candidate will bring energy, enthusiasm, intelligence, wisdom, maturity and confidence to the role. They will have a professional demeanor, sound judgment and the leadership experience commensurate with this position. The candidate will be familiar with the workings of a private club and will move to quickly understand the environment and culture that is Midland Hills Country Club.

*The club will consider both current GMs, as well as those "rising stars" with the necessary potential, but who are currently in exceptional club environments as an Assistant General Manager, Club Manager, or having similar responsibilities.*

**Start Date:**

The ideal start date is March 1, 2021 to April 1, 2021. The current General Manager is retiring effective May 1<sup>st</sup>.

**Compensation:**

Salary is open and commensurate with qualifications and experience. The club offers an excellent benefits package.

**Application Process:**

Please send cover letter and resume to:

*Bruce Bonine, Club President and Chair of the Search Committee*  
[bwbmiller@gmail.com](mailto:bwbmiller@gmail.com)

The search committee will keep all candidates confidential.