

Rochester Golf  & Country Club

**\*\*CMAA CHAPTER POSTING\*\***

**Position Profile: General Manager/COO  
Rochester Golf and Country Club**

- Age of Club: 105
- Number of Members: 647
- Average Age of Members: 53
- Club Ownership: Member-Owned
- Gross Dollar Volume: \$5.45m
- Annual Dues Volume: \$2.78m
- Annual Food Sales: \$890k
- Annual Beverage Sales: \$736k

**Special Club Features:**

The General Manager/Chief Operating Officer (GM) role at Rochester Golf and Country Club is an opportunity for the right individual to lead a successful operation that has just completed \$16.2m in renovations, and has achieved a golf waitlist for the first time in decades. Located in the heart of Rochester, MN, just minutes from downtown and world-renown Mayo Clinic, the club has a vibrant, young and enthusiastic membership, supported by a leadership staff who are 100% committed to providing remarkable service to their membership and guests. Leadership Staff are supported by a Board of Directors comprised of 12 members, further supported by a strong governance model and bylaws. Rochester and its surrounding communities are under constant growth with roughly 100 new families moving into its communities monthly. Rochester is a highly desirable community with great schools, arts and multi-recreational facilities, an ever-expanding business district, with the highest quality medical care in the world.

**ROCHESTER GOLF AND COUNTRY CLUB**

In September of 1915, an avid group of golfers took over a lease of 100 acres of land from Mayo Clinic doctors E.S. Judd and D.C. Balfour. Harry Turple, a Red Wing Course Golf Professional, was brought in to lay out a nine-hole course – and Rochester Golf Club was born. The members desired a more challenging golf course and luck would have it, a Mayo Clinic physician married the daughter of noted golf course architect Albert Warren (A.W.) Tillinghast. Tillinghast had become the pre-eminent golf course architect of his time by designing courses such as Winged Foot, Baltusrol and the San Francisco Golf Club. In 1916, Rochester Golf and Country Club became incorporated and changed its name to Rochester Golf and Country Club. Construction began on Tillinghast's new course in 1924, and it opened the following summer.

Rochester Golf and Country Club entered a new century of service in 2016, and a great deal has changed over the past 100-plus years. A new state of the art practice facility was built in 2016, followed by work over the next 4 years of a new aquatic facility, fitness center, Trackman golf simulator lounge, Kids Club, complete renovation of the entire clubhouse facility, expansion of the restaurant outdoor dining patio and pool patio, construction of a new 10<sup>TH</sup> Tee snack bar, 4 on-course bathrooms, and an outdoor event lawn space to accommodate up to 300 guests.

Yet the biggest change to Rochester Golf and Country Club, under the direction of renowned golf course architect Tom Doak, is the complete restoration of the A.W. Tillinghast golf course. It reopened in 2020 for its first full year of golf play after 3 years of restoration and partial year closures, to the applaud of its members and long-standing golf course experts.

Now truly offering year-round amenities to its membership, Rochester Golf and Country Club has become a hub for social activities with the absolute best patio dining in the city and surrounding communities.

Exceptional social programming to include monthly sold-out wine experience events, keeps the membership engaged and enthused, both adults and children.

#### **ROCHESTER GOLF AND COUNTRY CLUB BY THE NUMBERS**

- 24,000 rounds of golf
- Initiation Fee \$5,000 for full golf
- Annual dues of \$6,840 for full golf
- 647 Members, all categories
- \$5.45m Gross Volume
- \$2.78m Annual dues volume
- \$1.63m Annual food and beverage volume (\$2.09m pre-covid; 65% a la carte)
- 26 Full Time employees; 40 part time and 40 seasonal
- Club is a 501(c)(7) organization
- 12 Total Board members each serving 3-year terms
- The club uses Jonas POS and accounting software and ForeTees reservations and website

#### **ROCHESTER GOLF AND COUNTRY CLUB**

[www.rgcc.org](http://www.rgcc.org)

Club is open 6 days a week, 12 months a year

#### **JOB DETAILS**

Date Posted: April 16, 2021

#### **Job Title: General Manager/COO**

#### **Brief Job Description:**

The GM will have full responsibilities for all aspects of Rochester Golf and Country Club (RGCC), effectively managing all resources and reporting to the Board of Directors through the President and is expected to be the embodiment of a remarkable member-centric experience. The GM will lead the management team, be representative of modern management ‘metric-oriented’ practices, and promote a positive, engaging, collaborative and highly competent service culture in all operations.

He/she is expected to be an interactive ‘thought partner’ with the Board and Committees, working closely with both groups to collectively make decisions and set strategic direction for the long-term well-being of the membership. With an average member age of 53, the membership is well-traveled, highly professional, and very engaged with all services. Committees are minimal, yet very efficient. The GM is expected to be involved with each committee to keep a good pulse of all operations, in order to maintain the desired club culture intact and consistent with the established brand.

The new GM will be replacing a GM serving the past 4 years who has accepted a position out of state, and will be assisting in the search process. Board and staff leadership look for the new GM to be the ultimate catalyst for energizing all aspects of the Club while maintaining the strong positive momentum the Club currently has as a result of the financial investments and its strategic leadership.

#### **RESPONSIBILITIES OF THE NEW GENERAL MANAGER**

- Implements general policies established by the Board of Directors; directs their administration and execution.
- The GM will be the face of Rochester Golf and Country Club, engaging members and the community.

- As a partner with the Governing Board in advancing the club's mission, the GM/COO discusses with the Board issues facing the club and identifies actual or anticipated problems.
- Apprises the Governing Board of trends, changing circumstances and unexpected occurrences that could result in making changes to the strategic plan.
- Monitors long- and short-term objectives and financial reports and, in consultation with the Controller, prepares a financial plan for the club.
- Manages club cash flow and establishes controls to safeguard funds.
- Successful candidates must include demonstrated leadership and operational expertise in Golf, Golf Course, and Food and Beverage departments. Capital and operational budgeting, forecasting and strategic planning experience is required.
- Sets the standard for effective management and demonstrates a concern for the supervision and development of the staff.
- Plans, develops and approves specific operational policies, programs, procedures, methods, rules and regulations in concert with general policies.
- Coordinates the development of the club's long-range and annual (business) plans in efforts to move toward the club's mission.
- 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.
- Provides advice and recommendations to the club's President and committees about construction, alterations, maintenance, materials, supplies, equipment and services not provided in approved plans or budgets.
- Coordinates the marketing and member-relations programs to promote the club's services and facilities to present and potential members.
- Ensures the highest standards for food, beverage, sports and recreation, entertainment and other club services.
- Establishes and monitors compliance with purchasing policies and procedures; reviews and approves purchasing procedures and requirements.
- 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 and performance evaluation.
- Attends meetings of the club's Executive Committee and Board of Directors.
- Serves as liaison between all management staff and the board.
- Has ultimate authority over inter-departmental matters and implements policies concerning employee/employer relations.
- Prepares reports and other support material for committee and board use.
- Oversees risk management programs to ensure that adequate safety measures are in place to protect members, employees and club assets.
- Handles emergencies such as fires, accidents and breaches of security or house rules promptly and in person. Emphasizes prevention through training, inspection and preventive enforcement.
- Directs the writing and publishing of the club newsletter and plans for intra-club public relations.

#### **CANDIDATE QUALIFICATIONS**

- A minimum of 7-10 years of verifiable, progressive leadership and management experience in an active, family-centric or well-regarded, service focused, iconic hospitality environment. While having a strong preference for those who have experience in the General Manager or GM/COO role, those current Assistant General Managers at well-recognized clubs, with verifiable records of achievement, may be considered for this role.

- Strong financial acuity with outstanding communication skills, both verbal and written, with natural comfort to interact with members and guests
- A strong understanding and record of leading an organization with a club governance model
- Must be a visionary and mission oriented; anticipating how the Club continued to evolve is important, as is being actively networked in the industry to the point of being on the forefront of trends in clubs. He/she should be able to project and steer the Club in appropriate and relevant directions for the benefit of the membership.
- A visible, hard-working leader that brings ideas to the table and who can express those ideals articulately.

#### **EDUCATIONAL REQUIREMENTS**

- A Bachelor's Degree from a four-year university or college, preferably in Hospitality Management is preferred.
- In lieu of the degree, substantial private club or hospitality experience will be fairly considered
- Certified Club Manager (CCM) designation preferred

#### **OTHER BENEFITS**

Salary is open and commensurate with qualifications and experience befitting a club the stature and significance of Rochester Golf and Country Club. The club, along with the typical CMAA benefits, offers an excellent bonus and benefit package.

#### **INSTRUCTION ON HOW TO APPLY**

Prepare a thoughtful cover letter of interest and in alignment with this opportunity. It should clearly articulate why you would like to be considered for this position at this stage of your career and why Rochester Golf and Country Club and the Rochester, MN area will be beneficial to both you and the club if selected.

You must apply for this role as soon as possible but no later than April 30, 2021.

Save your resume and cover letter in the following format:

"Last Name, First Name Resume" and

"Last Name, First Name Cover Letter"

These documents should be in Word or PDF format

#### **Please send resumes to:**

John Gunnon, Board President  
Rochester Golf and Country Club

[president@rgcc.org](mailto:president@rgcc.org)