

The Position: General Manager / The Fox Hill Club / April 4, 2023

The General Manager (GM) is responsible for the management of all aspects of the Club and will be guided by the Club's Mission Statement.

We are committed to providing exceptional service. outstanding golf, recreation, social, and dining experiences in a family-friendly and welcoming environment for all Members and their guests and to becoming the premiere club in Northern Colorado

Accordingly, the GM will direct and monitor the work of all department managers; implement and monitor the budget; monitor the quality of the Club's services; and ensure member and guest satisfaction.

Job Description:

The General Manager will:

- have a high level of visibility with Members and always project a professional appearance and demeanor.
- provide the leadership to guide all Club personnel toward delivering optimal results and member/guest satisfaction.
- work collaborative with Team Leaders (Golf Services, Golf Course Management, Membership Services; Food and Beverage; Events), along with Swim Team and Tennis professionals, to develop annual goals and objectives, budgets, and implementation strategies.
- meet with Team Leaders collectively and independently on a regular basis to ensure that the Club's service and financial goals are being met.
- be required to operate the club in a fiscally responsible manner. The GM will work closely with the Club's Financial Manger to (1) develop an annual overall budget; (2) to monitor departmental budgets weekly and monthly; and (3) to ensure adherence and make any necessary adjustments. The GM will present monthly financial reports to ownership and be prepared to explain variances if/when they occur.
- ensure that the Club is operated in accordance with all applicable local, state and federal laws.
- work collaboratively with the Club's Membership Director and Events Coordinator to (1) increase the Club's presence in the community, to grow business memberships, and increase outside event business, and (2) to develop and implement programming designed to encourage Member participation at the Club and thus facilitate Member retention.
- work collaboratively with the Head Golf Professional to ensure that golf services are consistently at the high level expected by Members and are being delivered at or better than budget.
- work collaboratively with the Club's Course Superintendent to develop annual plans for course improvement and a corresponding budget and to ensure that the golf course is always in the best possible condition given the budget, staffing constraints and prevailing weather conditions.

- work collaboratively with the Food and Beverage Director and Chef to ensure a consistently high level of service and quality at the Club's Restaurant, Pub, Cabana, and on the golf course.
- report directly to Club ownership.

Personal Qualities

The ideal candidate will have:

- excellent leadership skills -- including goal setting, motivating, training, mentorship, and the ability to bring staff together as a team,
- keen strategic thinking and planning ability,
- a thorough understanding of budget management and financial monitoring,
- strong interpersonal and communication skills - including writing, speaking and active listening, and a desire and ability to interact with members and guests,
- effective conflict resolution and problem-solving skills, and
- a high level of energy and enthusiasm for the job accompanied by a style that mirrors the fun, friendly atmosphere at The Fox Hill Club.

Qualifications:

The ideal candidate will have:

- a background and track record in building a food and beverage operation,
- experience in the golf club industry,
- extensive managerial or equivalent supervisory experience,
- a bachelor's degree (preferably in hospitality, business, or other related field),
- a proven history of delivering high customer satisfaction, and
- a more than an adequate understanding of accounting and finance.

Compensation:

The compensation package will be commensurate with the successful candidate's experience and will include an annual salary in the \$100,000 to \$120,000 range, performance bonuses (in the \$10,000 range), personal health insurance, and vacations.

Contact:

Direct enquiries and applications to Stuart Horsfall (shorsfall@thefoxhillclub.com). Resumes **must** include references from recent employment.