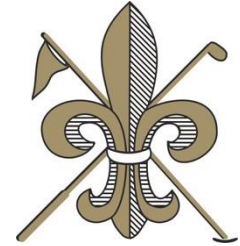


Candidate Profile

General Manager / COO
Rainier Golf & Country Club
Seattle, WA
www.rainiergolfcc.com



Organization

Rainier Golf & Country Club, founded in 1919, is known as a "golfers" golf course. The 18-hole layout is gorgeous and challenging, with mature trees, a waterfall, beautiful ponds, numerous bunkers, a stream, and a memorable variety of holes that place a premium on accuracy and finesse. Renowned for its carpet-like, undulating, and subtle greens, Rainier Golf & Country Club offers a challenge for low and high handicappers.

Rainier Golf & Country Club is the second oldest private golf club in Seattle and has matured into one of the most imaginative and demanding tests of golf in the Northwest. The course is a shotmaker's delight...it rewards power, finesse, and most importantly, accuracy.

As Seattle's driest year-round private course, Rainier's extensive, thorough, and scientific drainage and resodding program in the '90s helped Rainier set the region's standard for winter playability. Today, with adherence to rigorous maintenance standards, Rainier maintains its claim as the "driest course around."

The Club prides itself on impeccable friendly service, the finest cuisine prepared by our award-winning Chef; a well-manicured 18 hole golf course, swimming pool and our French Architecture Clubhouse with its warm and inviting charm.

The members have committed themselves to improving, maintaining, and updating all aspects of the facilities. This commitment to improvement is being made in the context of a capital improvement plan, approved annually by the members. The pride of the members in the facilities is evident in their ongoing support of these programs.

Rainier is located an easy fifteen-minute drive from downtown Seattle and offers convenient access to SeaTac International airport and all south, east and west suburbs.

Position Overview

The General Manager/COO Responsible for overall leadership, planning, and guidance of Rainier Golf & Country Club (the Club or RG&CC) with the objective to maximize member satisfaction while maintaining a sound financial operation.

The General Manager/COO serves as Chief Operating Officer of the Club and 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. He or she provides input to the Board in its strategic planning processes, develops operating policies and procedures, and directs the work of all department managers. He or she implements and monitors the budget, monitors the quality of the Club's products and services, and ensures maximum members and guest satisfaction. The General Manager/COO secures and protects the Club's assets, including facilities and equipment

Duties & Responsibilities

- Lead the vision and corporate culture of the Club. Implement general policies established by the Board of Directors. Direct the administration and execution.
- Lead in the administration of policies and provide guidelines for administrative and operational planning. These actions shall include the management and administration of RG&CC and its operation in conformity with the policies established by the Board of Directors, RG&CC By-Laws, and personnel policies.
- In conjunction with the activities of the Planning Committee, develop short and long-range plans for the Club. Establish objectives and define strategies for meeting Club goals, including annual goals for each key operation (Green, Golf, Food & Beverage, Administration, Membership, and others as appropriate). Develop, maintain, and administer a sound organizational plan to meet those objectives; initiate improvements as necessary.
- Provide a monthly detailed written report of the Club's activities at each Board meeting and provide timely communication to the Board of all relevant issues or activities involving RG&CC.
- Coordinate the development of operating and capital budgets according to the budget calendar. Review all monthly financials and coordinate, with the Head Golf Professional, Green Superintendent, Food & Beverage Director and Controller, the preparation of variance analysis and commentary on the Club's financial position and recommends corrective actions as appropriate.
- Review and sign official and legal documents and contracts.
- Responsible for the hiring, training, supervision, and termination of all RG&CC personnel, including areas where responsibility is delegated to department heads. Establish a basic personnel policy; initiate and monitor policies relating to personnel actions and training and professional development programs. Function as the mentor to all staff instilling a "yes" culture attitude throughout the staff.
- Create a working relationship pattern within the Club that will maintain a high level of employee morale.
- Effectively manage direct reports and delegate authority and responsibility to managerial staff and ensure their involvement with management is continually developed so qualified successors are available when necessary. Ensure that skilled staff is adequately cross trained to meet a dynamic environment and internal needs, establish an environment of motivation, and encourage innovation that optimizes performance. Delegate responsibility and authority to the lowest organizational level where a decision can be made effectively with full accountability.
- Oversee the care and maintenance of all the Club's physical assets and facilities, including controls to safeguard funds.
- Coordinate and serve as an ex-officio member of appropriate Club committees. Attends meetings of the Club's Management Committee and Board of Directors.
- Coordinate the marketing and membership relations programs to promote the Club's services and facilities to potential and present members. Welcomes new Club members; Meet and greet all Club members as practical during their visits to the Club.
- Recommend appropriate wage and salary structures and competitive insurance programs designed to attract, retain, and motivate employees.
- Review and recommend Board approval of all capital expenditures. Provides advice and recommendations to the president and committees about construction, alterations, maintenance, materials, supplies, equipment, and services not provided in approved plans and/or budgets.
- Ensure that the Club structure is organizationally sound and departmental units are developed and maintained in an efficient manner.
- Keep abreast of laws, regulations, and compliance areas that affect personnel and employment relations, with an emphasis on best practices for Private Club policies and operations. Maintains membership with the Club

Managers Association of America and other professional associations. Attends conferences, workshops, and meetings to keep abreast of current information and developments in the field. Assures that the Club is operated in accordance with all applicable local, state, and federal laws.

- Review and initiate programs to provide members with a variety of popular events.
- Participate in outside activities that are judged as appropriate and approved by the Board of Directors to enhance the prestige of the Club. Broaden the scope of the Club's operation by fulfilling the public obligations of the Club as a participating member of the community.
- Represent the Club with a high level of integrity and professionalism.
- Adhere to Club policies and support Board and management decisions and goals in a positive, professional manner.

Additional Qualifications

- Excellent written and oral communication skills; ability to communicate effectively and project a professional image when giving and taking information in writing, in person and over the phone.
- Sophisticated word processing, spreadsheet, and computer database skills, including knowledge of Microsoft Office and Jonas software.
- Outstanding interpersonal skills with the ability to work effectively with individuals and groups at all organization levels; ability to work independently and as part of a team.
- Proven ability to effectively lead and supervise staff.
- Ability to take initiative and prioritize tasks; good time-management, organizational, problem-prevention, and problem-solving skills.
- Ability to create a vision and successful corporate culture.
- Strong analytical ability with active listening skills.
- Ability to maintain the confidentiality of sensitive information.
- Willingness to adapt to changing business needs and deadlines; effective ability to manage change and unexpected events.
- Ability to study and apply new information.
- Exhibit a professional, business-like appearance and demeanor.

Education, Experience & Traits

- Bachelor's Degree or equivalent related experience. CCM or equivalent certificate is a plus.
- At least 10 years of progressively responsible work experience in a private club, resort, or hotel.
- A person of exceptional character; motivated, energetic, friendly, and dedicated to the profession. A leader and visionary who can suggest and implement strategies to the Board of Directors and has demonstrated the ability to implement long and short-term planning programs.
- The successful candidate will be a lifelong learner continually researching and understanding industry trends.
- Previous experience with capital improvement projects.

Competitive Compensation & Benefits

- Excellent base salary
- Performance bonus
- Medical insurance for employee and family per employee handbook
- Matching 401(k) Program
- CMAA dues and educational expenses at an agreed-upon level.

- Cell phone and auto allowance

Professionals who meet or exceed the established criteria are encouraged to contact:

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901-550-9338