



Farmington Country Club
181 Main Street
Farmington, NH 03835

(603) 755-2412
www.FarmingtonCountryClubNH.com

General Manager Job Description

Our General Manager is responsible for managing the day to day operations of the clubhouse and event management including coordinating golf leagues, tournaments and food and beverage and all clubhouse sales. The manager is responsible for supporting sales productivity, cost control, and compliance of standard operating procedures for assigned areas.

Key Responsibilities

Strategic

- To work closely with the Clubhouse Operations Committee Chair to develop and implement an annual business development strategy.
- To regularly review plans to take into account changes in the environment in which the facility operates and continually seek new business development opportunities for all areas of the golf operations.
- To work closely with the board and appropriate committees to develop a coordinated sales and marketing plan covering all areas of golf operations including the development of an up to date customer database.

Operations

- To be responsible and perform the daily upkeep and maintenance of the clubhouse and its facilities including, but not limited to, opening the clubhouse, cleaning, monthly inventory, ordering and stocking, collections of payments due to the club, payments on invoices payable by the club, making bank deposits, and providing to Employer all financial information requested.
- To be primarily responsible for booking and arranging special events held at the clubhouse, including coordination of tournaments held at the club.
- To implement policies established by Employer.

People

- To work with the Clubhouse Operations Committee Chair to interview, hire, train, direct, and supervise staff of clubhouse employees in compliance with the standard operating procedures.
- To be responsible for staffing the golf shop, ensuring that there are sufficient staff available to balance operational needs.
- To recruit, induct and develop new staff, ensuring that they receive initial training that covers all key aspects of the Professional's business and that of the club.
- To establish work schedules and duties of personnel.
- To maintain a positive, healthy relationship with all course employees with open communication lines to develop productive improvements.

Financial

- To meet and exceed revenue and contribution targets.
- To develop, implement and ensure all staff adhere to standard operating procedures for all aspects of the financial operation of the golf shop. This includes stock control procedures, book keeping, cash handling, discount and refund policies and procedures.
- To contribute to sales and marketing plans and operational strategies.
- To file income/expense reports for all events.

Personal Attributes

People Focused

- Able to influence, strong interpersonal skills (able to maintain a congenial rapport with all), 'no problem' mentality, coaching and mentoring style.

Business Acumen

- Focus on customer service excellence, building member and client relationships, organized (plans and prioritizes, keeps accurate records), in touch with trends in golf equipment, awareness of sports and sales psychology.

Personal Traits

- Professional conduct and appearance, good time management, self-motivated and keen to develop the business, flexible, effective and natural communicator, pays attention to detail, uses initiative, reliable, customer focused, strong presentation skills, structured approach to coaching, high standards of golfing etiquette and behavior on course.

Qualifications and Experience

- Maintain active membership in other appropriate professional organizations. Maintain a high level of appropriate personal and professional development reflective of current and/or future role responsibilities. E.g. Courses, Qualifications, Reading, etc.
- Experience of developing a Business plan, Cash flow forecasting, Revenue forecasting, Capital expenditure, Book-keeping.
- Experience of planning and coordinating tournaments and other golf events. Working knowledge of Rules of Golf required.
- Retail experience, including Buying, Stock control, Visual Merchandizing.
- IT literate with experience of relevant software applications (PC) and computerized point of sales (POS).
- A valid state issued driver's license.
- Good working knowledge of club repairs and re-gripping preferred, but not required.
- Years of Related Experience: 3-5 years related experience; golf course or hospitality management experience preferred; 2+ yrs direct leadership experience preferred.

All qualified applicants will receive consideration for employment without regard to disability, age, race, color, religion, gender, national origin, or other protected class.