



Position: General Manager

FLSA Status: Exempt

Department: General & Administrative

Reports to: SVP of Operations

Submit Credentials to: **Ashley Darling**, Senior Talent Acquisition Partner (via UKG) Link:

<https://recruiting2.ultipro.com/TRO001TROO/JobBoard/2b13054b-60bb-410d-9136-e52c1c7d9720/Opportunity/OpportunityDetail?opportunityId=0da1e66c-35f1-4e00-a4b4-ef399721ccd5>

Property Description

Located in what is known as the "relaxed city," Parkland Golf & Country Club is a one of a kind, family-focused, yet luxurious community that offers the perfect combination of active recreational living and convenience, surrounded by recently renovated, 7,082-yard Greg Letsche designed golf course. At the heart of the community, the large Sports Club is distinguished in its quest to provide morning, noon and night options and events for all ages in order to contribute to a richer, fuller lifestyle for its residents and members every day.

The Club features Har-Tru® tennis courts and one large exhibition court, a fitness studio for various classes and training programs, a relaxing spa, two separate pools in a lush vegetative setting or private cabanas, and a children's interactive water play area. The Sports Club is undergoing a renovation which is expected to be completed by May/June 2024.

The Club offers a stylish indoor feature bar and lounge for evening cocktails, and an outside beach-themed, mixed grill and bar area to cater to more to poolside and daytime activities. The main dining room, The Park, provides mouth-watering lunches and dinners and features a new bar with ample choices for members and guests.

Parkland Golf & Country Club is also capable of hosting parties for up to 300 people in the large banquet room or more intimate groups of 35 people or less in the smaller dining rooms.

Parkland Golf & Country Club is more than a clubhouse, golf course or tennis club, it is a lifestyle marked by a balance of style and ultimate convenience within a tight knit, vibrant community that distinguishes itself through a strong sense of neighborhood, active living, and a multitude of amenities.



General Purpose:

The General Manager reports directly to the SVP of Operations and the Board of Directors for the Community Association. The General Manager is responsible for overseeing all aspects of the operations of the golf and sports clubs, as well as the master HOA. The GM will monitor and adjust financial performance, provide guidance to the Board on governance matters and lead the management team(s) to deliver a superior member experience. Qualified candidates will thrive in a hospitality environment and be highly focused on providing superior service for members, residents and their guests. Candidates should have demonstrated skill in building teams and maximizing their performance in the proactive pursuit of continuous improvement. Furthermore, the ideal candidate is expected to keep the collective best interest of the community in mind at all times.

Key Responsibilities:

- Responsible for upholding an inclusive culture of objective and factual communication with all stakeholders (Board, Committees, Staff, Residents, Members & Corporate Staff)
- Proactively engages corporate support resources to ensure that Troon best practices and programs are maximized.
- Develops and maintains a positive management philosophy to guide personnel toward optimal operating results, employee morale and member satisfaction. Reviews policies relating to personnel actions & training along with professional development programs. Ensure all stakeholders clearly understand the club and staff management philosophy.
- Displays a commitment to training, coaching and motivating staff and to building a high performing, service oriented team while developing and positively impacting their careers. Experienced in supporting the team by providing guidance and accountability while ensuring proper delegation of duties is in place.
- Develops, manages and implements long term/strategic, capital and business plans, operating reports and general policies and procedures for the organization.
- Responsible for the timely development of accurate annual budgets for each direct report departments. Coordinates the preparation of the comprehensive annual business plan with all departments. Collaborates and assists key managers with developing, monitoring and achieving business and operating plans.
- Prepares and monitors monthly and quarterly financial reports/statements, revenue goals and expenses as well as generating various (weekly, monthly, quarterly and annual) business reports and forecasts.
- Possesses strong actual financial management experience in a successful club and an in-depth understanding of club numbers, business planning, and budgeting.
- Monitors business volume forecast in each department and advises changes to plans or programs, in areas of manpower, productivity, COS, operating costs and other elements. Recommends effective corrective action, as needed.

- Leads regular department head meetings and financial review meetings aimed at ensuring coordination of all areas of the club and at addressing pending issues as a team. Promotes active communication in all areas, collaboration and accountability.
- Maintains close contact with members on a daily basis to ensure member satisfaction expectations are exceeded. Oversees the resolution of member, guest and employee feedback and challenges in a timely manner.
- Ensures the highest standards are achieved through adhering to proper operating procedures in all related areas. Ensures that the team is exceeding member expectations in the F&B department, oversees the management team responsible for delivering an excellent F&B experience which appeals to members for a la carte, events and banquets.
- Oversees the execution of a strategic membership development program designed to increase total membership count and membership dues revenue. Monitors sales and marketing results to ensure goals are met. Supports and guides team with the creation of marketing programs to promote the facility's services to potential customers.
- Ensures operations comply with all applicable local, state and federal laws.
- Ensures compliance with purchasing policies and procedures and that club is benefiting from Troon vendor relationships and national accounts.
- Oversees the care and maintenance of all of the club's physical assets and facilities. Oversees the coordination of property-wide maintenance efforts between the building management department and senior managers.
- Reinforces with key department heads the need for training programs to include but not limited to member service, food and beverage service training, train the trainer programs, safety and other training programs.
- Monitors the Club's overall safe-work practices, coordinates ongoing safety education programs, and ensures compliance in all departments. Emphasizes prevention through training, inspection and preventive enforcement.
- Handles emergencies such as fires, accidents and breaches of security or house rules promptly and in person.
- Develops and maintains a positive management philosophy to guide personnel toward optimal operating results, employee morale and member satisfaction. Reviews policies relating to personnel actions & training along with professional development programs.
- Updates and oversees implementation of company policies and procedures for direct report departments, including compliance with all company standards. Recommends improvements as necessary.
- Responsible for interviewing, hiring, training, planning, assigning, and directing work, evaluating performance, rewarding, and disciplining associates; addressing complaints and resolving problems.
- Directly manages department members that may include, but is not limited to: Asst. General Manager, Director of Golf, Dir. Of Agronomy and Grounds, Dir. Of Sports, Fitness & Wellness, Membership Director, Controller, Food and Beverage Director, Building Maintenance Director, others as applicable.
- Assures that effective orientation and training are given to each new associate. Ensures ongoing training programs are adapted and documented for the property.
- Maintains membership with the Club Managers Association of America and other professional associations (as appropriate). Attends conferences, workshops and meetings to keep abreast of current information and developments in the field.
- Coordinates efforts with onsite HOA management, as needed, on major projects.
- Other duties as assigned.

Minimum Qualifications:

Bachelor's Degree preferred; 5 years' experience and/or the equivalent in experience and training in a private, member-owned community/club/space preferred.

Other Qualifications:

- Certified Club Manager, Class A PGA Member or similar qualification is preferred.
- CAM License preferred, but not required
- Possesses strong leadership, hospitality and human relations skills.
- Presents a professional appearance and demeanor in all exchanges.
- Must have exceptional verbal and written communication skills.
- Must have excellent organizational and time management skills, along with the ability to coordinate details and prioritize the work on a daily and weekly basis.