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**General Manager/COO
Boca Grove Golf & Tennis Club
Boca Raton, FL**

“To inspire and enable our members to enjoy every day of their lives”

About the Club

Boca Grove is a prestigious, members-only golf and country club located in the heart of Boca Raton, Florida. A boutique-style residential community that is home to 443-member families, Boca Grove is a recreational oasis and is recognized as one of South Florida's most affluent and desirable communities. Understated elegance in an intimate setting is the key to what makes Boca Grove the epitome of superior living.

Our mission at Boca Grove is to deliver a boutique lifestyle set in an oasis of uncompromising beauty with facilities and activities that encourage healthy mind and body experiences, a strong sense of community and lasting friendships. You will find a dynamic sense of community among our members who share a common passion for exquisite living and the highest quality service. Members enjoy a nationally recognized tennis program, fitness complex, casual and fine dining options, as well as our Jim Fazio-designed 18-hole, championship golf course and a revered “no tee time” policy.

The clubhouse was renovated and reintroduced to the membership in October of 2017, featuring a concept restaurant and sports bar with five large screen televisions and all the amenities one would expect. In 2018, all bunkers were renovated on our Jim Fazio 18-hole championship golf course. Finally, in April of 2020, Boca Grove will break ground on an exquisite 14,000 square foot, state-of-the-art fitness center and pool boasting programming to engage every segment of its diverse clientele.

Position Overview

Boca Grove Golf & Tennis Club is looking for a leader who has a consultative and collaborative management style to serve as General Manager/COO. He/she will report to the Club President and Board of Directors and will help develop and implement the policies of the Board with the goal of building consensus to achieve the club's objectives.

Additionally, the General Manager/COO will inspire and oversee a team of department heads to include the Chief Financial Officer, Director of Operations, Golf Course Superintendent, Director of Golf, Director of Tennis, Executive Chef, Food and Beverage Manager, Membership Director, and the Director of Security.

Specific Responsibilities - include but are not limited to:

Planning, Finance, Regulations

- ◆ Partners with the Board of Directors, encouraging new ideas to enhance member satisfaction.
- ◆ Coordinates development of operating cash and capital budgets according to the applicable budget calendars; monitors monthly budget and financial statements; takes effective corrective action as required; approves vouchers before payment; and assists in the preparation of financial reports for the Board of Directors.
- ◆ Works with CFO to analyze and monitor financial statements, reviews income and expenses relative to plans, implements corrective measures as needed, and reports status monthly.
- ◆ Works with CFO to manage and oversee all accounting, inventories, banking, audit procedures, cash flow, and establishes controls to safeguard funds and assets.
- ◆ Provides advice and recommendations to the Club President and committees about construction, alterations, maintenance, materials, supplies, equipment, and services not provided in approved plans or budgets.
- ◆ Performs competitive analyses on local clubs and other businesses providing member alternatives through personal observation and historical reports.

Administration

- ◆ Develops and maintains a sound organizational structure.
- ◆ Serves as liaison between all management staff and the Board of Directors.
- ◆ Coordinates inter-and intra-committee activities.
- ◆ Has ultimate authority over inter-departmental matters and implements policies concerning employee-employer relations.
- ◆ Establishes and monitors compliance with all purchasing policies and procedures.
- ◆ Prepares reports and other support material for committee and Board of Director's use.
- ◆ Attends executive meetings.
- ◆ Adheres to established Board of Director's media policies.

Food & Beverage

- ◆ Collaborates and works cohesively with the Executive Chef to achieve culinary excellence and consistent service standards to deliver a high-level of member satisfaction.
- ◆ Clearly and concisely articulates to the culinary team about the importance of menu design, creation and mix.
- ◆ Keeps abreast of the latest food and beverage/industry trends in both private clubs and comparable restaurants.
- ◆ Identifies and appreciates the relationship between banquet and a la carte offerings in the private club environment.
- ◆ Understands the importance of the relationship between front and back of house at it relates to excellent member food and beverage execution and services.
- ◆ Reviews new techniques for food preparation and presentation in a manner and variety to maximize member and guest satisfaction and minimize food cost.
- ◆ Is highly visible at all food and beverage outlets and attends member dining events.
- ◆ Establishes quantity and quality output standards for personnel in all positions within the department.

Operations

- ◆ Monitors the performance of all daily operations, functions and services; assures the highest standards and exceeds member and guest satisfaction.
- ◆ Develops/implements general policies. Approves specific operational policies, programs, and procedures in harmony with the mission and general policies.
- ◆ Manages and oversees all accounting, inventories, banking, audit procedures, cash flow, and establishes controls to safeguard funds and assets.
- ◆ Serves as ex-officio member of appropriate committees.
- ◆ Oversees the care and maintenance of all physical assets and facilities.
- ◆ Coordinates the marketing and promotional programs to promote club services and amenities.
- ◆ Has authority over inter-departmental matters and implements policies concerning employee-employer relations.
- ◆ Handles emergencies such as hurricanes, fires, accidents and breaches of security or house rules promptly and in person. Emphasizes prevention through training and inspection.



Membership

- ◆ Is highly visible with an engaging personality; respectful and welcoming to all members and guests.
- ◆ Ensures and initiates programs to provide members with a variety of innovative functions.
- ◆ Ensures open communication and high visibility to customers by conducting daily walk-through of facility.
- ◆ Welcomes new club members; “meets and greets” all club members as practical during their visits to the club.
- ◆ Develops on-going dialogue and rapport with members through recognition and communication.
- ◆ Ensures the highest standards for golf services and programs, golf course and practice areas, food and beverage, recreation, entertainment, and other facility services.
- ◆ Reports member infractions to the Board of Directors for necessary action.
- ◆ Provides resolution of escalated customer service issues.

Staff

- ◆ Ensures that effective orientation and training for new staff, and ongoing professional development activities for experienced staff are implemented.
- ◆ Establishes and approves workloads, work methods and performance standards.
- ◆ Ensures accurate recording of hourly labor and timely, accurate payroll processing.
- ◆ 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.
- ◆ Oversees and works with department heads to schedule, supervise, and direct work of club staff.
- ◆ Convenes and presides over meetings with departmental managers; conducts all facility personnel meetings.
- ◆ Establishes personnel policies; ensures proper hiring, training, supervising, personal development and corrective action in accordance with fair labor standards and safety.
- ◆ Writes policy and rule directives or approves those written by department heads.

External Constituents

- ◆ Assures operational compliance with local, state, and federal laws.
- ◆ Negotiates and recommends board approval for contracts.
- ◆ Maintains knowledge and compliance with all lease terms and contractual obligations.
- ◆ Gives direction to and works closely with outside contractors, firms and individuals providing services to the club.
- ◆ Maintains relations with police, fire, liquor control board, health department and other governmental agencies.
- ◆ Participates in selected community activities to enhance the prestige of the club; broadens the scope of the club’s operation by fulfilling public obligations of the club as a participating member of the community.
- ◆ Attends conferences, workshops, meetings, and trade shows to keep abreast of marketing and business trends.

Knowledge, Skills, and Traits

- ◆ CMAA Members must be in good standing. Certified Club Manager designation is preferred.
- ◆ PGA General Managers must be in good standing.
- ◆ A bachelor's degree in Business, Finance/Accounting, Marketing, Hospitality or related field is required.
- ◆ A minimum of ten (10) years of leadership and management experience in a private club or similar setting.
- ◆ Capital project and renovation experience preferred.
- ◆ Strong food & beverage acumen required.
- ◆ POA and CAM license preferred; willingness to obtain desired.
- ◆ Strong organizational, planning and prioritization skills.
- ◆ Self-motivated with desire to promote and market.
- ◆ Service and customer focused attitude.
- ◆ Outstanding written and oral business communications.
- ◆ Remains up-to-date on customer relationship management tactics and strategies.
- ◆ Experienced computer skills including; Microsoft Word and Excel. Proficient in other applications, i.e. email, internet, tournament and database.
- ◆ Conducts himself or herself in a responsible and professional manner always, while at or away from the club, and requires other staff members to do the same to reflect the proper image of the club throughout the community.

Note:

The above description is not all encompassing, nor is it intended to anticipate every duty or responsibility that may arise throughout the course of managing the department and other duties outside of the department that would be expected of a member of the club's executive management team and overall service staff. Other duties will arise and evolve over time.

Compensation and Benefits

- ◆ Compensation is commensurate with qualifications and experience
- ◆ Benefits package per company policy
- ◆ Start date: April 15, 2020

Application Instructions

- ◆ Resume deadline is February 21, 2020
Please submit your credentials in one PDF using the following online portal: <https://form.jotform.com/200263124980145>

The Club will not accept phone calls regarding this position. Please direct all inquiries and correspondence to Kathy Grayson, PGA Career Consultant at 239-207-9181 / kgrayson@pgahq.com or Michael Leemhuis, CCM, CCE, PGA at 240-876-7819 / leemhuim@gmail.com.