

### **General Manager – Westmoor Country Club**

Westmoor Country Club in Brookfield, WI is seeking a General Manager to manage and direct all operations for this club of 525 members. At Westmoor, our purpose speaks to creating extraordinary experiences and forging emotional connections with our employees, members and guests. Our seasoned leaders are driven by an entrepreneurial spirit that serves our members well. We seek a highly motivated leader to assist this team in updating service, facilities and taking the club to the next level. The General Manager at Westmoor should possess strong initiative and the ability to work cooperatively with and through people in order to complete tasks.

The General Manager leads and directs overall club operations, which includes active golf of 350, and Social, Swim and Tennis members of 175, through maintaining quality standards, maximizing profits, continuous improvement, developing and retaining employees and exceeding member expectations. The incumbent of this role will:

- Lead and oversee a staff of 8 direct report leaders, 60 employees and 125+ seasonal workers.
- Direct all departments to include golf, food and beverage, pool, tennis, and grounds.
- Works cross-functionally with internal and member driven committees to create and execute programming, marketing plans, sales and pricing strategies.
- Execute our high standards of excellence through clearly communicated goals and accountability
- Create and execute short term and long term operational and financial plans for the club.
- Responsible for the selection, development, leadership and retention of talented staff.
- Monitor forecast and results on a daily/weekly basis and adjust as needed to achieve targets.
- Ensure proper controls are in place and being followed to accurately track revenues, payroll, inventory and expenses.
- Work to update and enhance facilities through budgeting and external consultation.
- Ensure staff is providing exemplary member/guest service.
- Administer and review guest and member surveys and feedback and determine appropriate plans of action.

#### **Qualifications:**

- 7+ years of experience as a General Manager/Assistant GM in a Private Club setting.
- Bachelor's degree.
- Experience using data driven action plans to manage in a club setting.
- Proven ability to promote a cohesive teamworking approach to manage a club through all direct reports.
- Strong financial acumen.
- Excellent written and verbal communication skills.
- Proactive approach to problem-solving with strong decision-making capability
- Ability to achieve high performance goals and meet deadlines in a fast-paced environment
- Ability to manage multiple projects and tasks simultaneously

#### **Preferred but not required**

- CCM certification
- Experience in large scale club facility remodel/renovation projects.
- Experience with rework/update of club employee compensation programs.

Interested candidates should submit their resume to:

Westmoor Country Club President, Michael Schmidt at [mschmidt@educationsolutionscorp.com](mailto:mschmidt@educationsolutionscorp.com)