

RAINIER GOLF & COUNTRY CLUB SEEKING GENERAL MANAGER

INTRODUCTION

Rainier Golf & Country Club is seeking a new General Manager. RG&CC is a member-owned private club, founded in 1919, and is in Burien, Washington. The club is very active with 400 equity golf memberships playing 28,000 rounds, and 160+ non-equity (Associate Members) memberships. The annual operating budget is \$5MM with food/beverage revenues in the \$900k range. The facility includes an 18-hole championship golf course, a newly renovated clubhouse, a resort style pool, a fitness center, a driving range, short game practice area, and full-service Golf Shop. The current General Manager left on good terms with the club, and we are looking for a bright, friendly, service-oriented leader to continue that tradition in this 102-year-old club.

The club mission statement is:

Our Mission:

The mission of Rainier Golf and Country Club is to provide our members and their guests with quality, year-round golf, and social experience in a friendly environment with professional standards in service and facilities.

Our Vision:

Rainier will provide its members with a quality golf and social environment for their enjoyment. The club will have a fully subscribed membership who recognizes that keeping high standards requires their support and investment.

QUALIFICATIONS

- Five years in a managerial role in a private or public golf facility, with food and beverage experience and success.
- Bachelor's Degree in hospitality, business or related field that would complement private club industry
- Working towards a CMAA designation of Certified Club Manager (CCM)

COMPENSATION

The club offers a base salary that is commensurate with experience and a generous benefit package that includes: Medical, Dental, Vision, Life, Short Term, Employee Meal, Simple IRA, Family use of Club, CMAA Annual Dues, Local Chapter Education, and activity support.

POSITION DESCRIPTION

Position Title

General Manager

Reports to

Club President and Board of Directors

Supervises

- Controller
- Membership Secretary
- Food and Beverage Manager
- Head Golf Professional
- Golf Course Superintendent
- Facilities Maintenance Manager
- Aquatics Manager/Lead Guard (seasonal)

Job Summary

Serves as Chief Operating Officer of the club, managing all aspects of the club including its activities and the relationships between the club and its Board of Directors, members, guests, employees, community, neighbors, government, and industry.

Currently Club is within a \$4.8MM renovation that is managed by a Renovation Committee with General Manager support. In addition, Rainier has invested funds for two other major projects
1) Security Gate System and 2) Main Kitchen Hood and return air system in Spring.

The Rainier General Manager will maintain a visual presence with all Members

Responsibilities

Policies and Procedures

- Currently, The Club is a 100% vaccinated facility with no exemptions or exceptions.
- Ensures the proper execution of all policies and procedures as outlined by By-Laws, Board Policy, and House Rules, and external laws and regulations
- Develops and administers all operating policies and processes required to operate the facilities and services, including the Personnel Policies, Food Safety, and Environmental issues in accordance with laws and regulations

Membership

- Maintain a high service culture for members and guests that promotes the use of the facilities and fosters high member satisfaction, retention, and membership growth
- Maintains an active role in coordination with Membership Secretary with Member onboarding.
- Reports all member and guest infractions to the Club President and if necessary to the Board of Directors for further action. May be asked to take action to resolve infractions.
- Administers a welcome program to help integrate new members into the club experience, including education of policies, procedures, events, etc.

Fiscal and Governance

- Oversees the development of all budgets, financial statements, and processing of financial matters in compliance with rules, regulations, policies, and procedures
- Ensures all contracts, agreements, and purchasing transactions are processed within the By-Laws, Board Policies, and established business practices
- Assists the Finance and Planning Committee in the establishment of long-term plans for capital and operational goals and objectives
- Secures and protects the club's assets, including facilities, equipment, and land.
- Establishes and administers programs to protect confidentiality of club and member information
- RG&CC is in a very good place with finances, reserves and future.

Communication

- Oversees and approves the preparation and distribution of all correspondence to member, e.g., Email communications, push notifications, website, Annual Meeting Notices, Club Calendar, community notices, and other pertinent information.
- Manages all members suggestions, complaints, and issues relating to operational issues of the club.

Committees

- Serves as an ex-officio member of all committees
Current Committees: Golf, Green, Finance, Membership, Planning, House, Renovation, Friends of Rainier, and Food & Beverage.
- Provides staff support to all committees in the execution of their goals and objectives

Community

- Maintains a membership in the Club Management Association of America and other professional associations to keep abreast of current information and development in the field
- Participates in appropriate community organization activities to promote the club image and portray a positive community involvement, e.g., Chambers of Commerce, Associations, etc.

Other

- Creates a safe and environmentally friendly culture throughout the facilities and operations
- Performs competitive analyses on clubs and other businesses providing member alternatives through personal observations and historical report
- Performs other duties as directed by the President or Board of Directors

APPLICATIONS

Interested applicants will need to forward a Cover Letter and Resume to:

gmsearch@rainiergolfcc.com

**Seeking to fill position by January 20, 2022