



General Manager

FLSA Status: Exempt
Department: General and Administrative
Reports to: Vice President, Operations, Troon Golf

Property Description:

Built in 1994, Broken Top Club is a private club situated within a 600+ home community in Bend, OR. The 27,000 square foot Clubhouse overlooks a 6-acre lake and showcases stunning views of the Cascade Mountains. Amenities include an award-winning Weiskopf/Morrish golf course, an 18-hole putting course, golf performance center, pickleball and tennis courts, an outdoor swimming pool, fitness center and locker rooms with spa and steam rooms. Broken Top Club is owned by the HOA and managed by Troon Golf. This individual would report to the Board and Regional Troon VP of Operations

General Purpose:

Directs and oversees all aspects of club or facility including its activities and relationships between board, HOA, members, associates and community. Has the ultimate responsibility for maximum member satisfaction and financial performance.

Essential Duties:

- ◆ Prepares and monitors annual budget, revenue goals and expenses as well as generating various (weekly, monthly, etc.) business volume forecasts.
- ◆ Monitors monthly and other financial reports/statements on a daily, weekly and monthly basis for the facility and takes effective corrective action when necessary.
- ◆ Establishes basic personnel policy, initiates and establishes basic personnel policy, initiates and monitors policies relating to personnel actions and training along with professional development programs.
- ◆ Ensures all Human Resources procedures and policies are followed by management staff.
- ◆ Develops, maintains and administers a sound organizational plan and initiates improvements as necessary.
- ◆ Works closely with HOA General Manager, Board and respective committees to drive initiatives and build a harmonious relationship between community and club.
- ◆ Helps facilitate and collaborate a strong governance process, whereby committees are functioning well and providing information and recommendations to the board.
- ◆ Oversees the care and maintenance of all the facility's physical assets and each individual facility.
- ◆ Coordinates membership and marketing programs to promote the facility's services to potential members.
- ◆ Ensures the highest standards for food and beverage service on property.
- ◆ Implements policies and procedures for multiple departments, including compliance of all company standards relating to quality of products and services.
- ◆ 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: Head Professional(s), Golf Course Superintendent(s), F&B Manager, Membership Director, Building Maintenance Manager.
- ◆ Assures that effective orientation and training are given to each new associate. Develops ongoing training programs.
- ◆ Maintains membership with the PGA and CMAA and other professional associations. Attends workshops and meetings to keep abreast of current information and developments.

Education/Experience:

Bachelor's degree (BA) from four-year college or university; or one to two years related experience and/or training; or equivalent combination of education and experience. (Multi-course facilities may require more experience.)

Job Knowledge, Skill, and Ability Preferences:

- ♦ Ability to read and speak English may be required in order to perform the duties of the job (e.g. the associates may be required to communicate with English speaking customers or co-workers, the manuals for the equipment the associates may use are in English).
- ♦ Knowledge of Microsoft Office applications.

Compensation:

Competitive Salary (DOE), Annual Bonus, 401K, Health Benefits, PGA, CMAA Dues and Education Allowance.

This job description is not an exclusive or exhaustive list of all job functions that an associate in this position may be asked to perform from time to time.



Resumes can be sent to Ryan Whitney, Vice President of Operations at ryan.whitney@troon.com