

General Manager: Wenatchee GCC

Overview

ABOUT OUR CLUB:

Wenatchee, WA | The Wenatchee Golf and Country Club, established in 1923 and located in central Washington State in the heart of the Wenatchee Valley on the eastern edge of the Cascade Mountains in the community of East Wenatchee, is seeking candidates for Club General Manager. In 2018 our Club completed a multi-million-dollar total clubhouse and pool-area renovation including the addition of a workout facility and a completely new lounge/dining area presenting spectacular views of the golf course and the Cascade foothills and mountains. Our golf course is renowned as a top golf course in the Pacific Northwest, chosen to host multiple Pacific Northwest Golf Association tournaments. Following the renovation of our clubhouse, and in spite of the significant impact of the covid pandemic, our Club has realized a thirty-three (33) percent increase in membership. We continue to attract new members, especially in our intermediate ranks. We are seeking a General Manager who will continue our forward progress to maintain a modern, vigorous Club attractive to golfers, social members, and their families.

ABOUT OUR COMMUNITY:

In addition to being the locale for our excellent country club, the greater Wenatchee area is a recreational and vintner's paradise offering multiple opportunities for water recreation, downhill and cross-country skiing, mountain hiking and camping and a multitude of wineries offering a great variety of wine-tasting and culinary offerings on the "dry side" of the Cascades. The Wenatchee Valley Chamber of Commerce describes the Wenatchee area as "... a united, prosperous and thriving region, built on our agricultural heritage and history of innovation. We collaborate across geographic, political and cultural boundaries. Together with our business community, our local governments, public agencies and organizations coordinate their decisions and actions,

spending resources wisely and enhancing public services. Our communities have vibrant centers with housing, amenities and public transportation, and safe, affordable neighborhoods. Our diverse cultures embrace their commonalities - and celebrate their distinctiveness. At all levels, our educators, schools and colleges engage and prepare students for our future workforce. Our economy generates new opportunities through knowledge and innovation. We have living wage jobs that support our families, and rewarding programs and activities that enrich our children, young adults and seniors. We are a destination for recreation, ecotourism and agritourism. We are stewards of our Natural environment, enhancing our livability, health and wellness. Our Valley is where we live, grow and work for a better future.”

<https://www.wenatchee.org/our-valley-our-future-our-projects/>

We warmly invite and welcome your consideration of, and application for, our General Manager position.

Learn more at: <https://www.wenatcheegolfclub.org/>

Essential “Need to Know” Details about Wenatchee G&CC:

Overall Club Revenues:	\$4.5M
Total # of members:	624
Total # of golf members:	374
Total # of social members:	250
Net “New Member” growth in 2022	+40
Annual F&B gross revenues:	\$1.4M
Typical golf season length:	9 Months

Experience Required

EXPERIENCE / QUALIFICATIONS (KNOWLEDGE, SKILLS and TRAITS):

The successful candidate is expected to have, but not limited to, the following:

- Previously held position of General Manager (or equivalent) at a private, semi-private or equally service oriented facility preferred; ideally 2 or more seasons experience
- A four-year college degree preferred.
- Club Manager certification from the Club Management Association of America will be an added, but not required, plus.
- Previous multi-department management experience that utilized the ability to be a self-starting, team player with leadership skills, cultural team development and a positive attitude.
- Strong verbal and interpersonal skills required; with maturity and wisdom capable of modeling the right “servant-leader” behavior for the Club’s team
- Must be able to lead a team focused on “anticipatory member service” and the highest member experience; delivered through consistent, creative execution of member-centric engagement programming.
- Ability to effectively present information and respond to questions from group of members, committees, directors, managers, clients, customers, and the general public; with flexibility, adaptability and ability to perform multiple tasks.
- Computer knowledge including Word, Excel (spreadsheets), Outlook, Golf Genius, etc. required.

Essential Responsibilities

Position Description: General Manager

The Wenatchee Golf and Country Club General Manager reports to the club Board of Directors and directs all aspects of the facility including golfing, recreation, golf-course and facilities maintenance, food and beverage operations, and clubhouse operations. The General Manager monitors the quality of products and services to maximize member satisfaction. In partnership with the Club’s Board of Directors, the General Manager secures and protects facility assets and leads in the development and execution of long-term strategy.

CLUB STANDARDS | Works with Club President, Board of Directors and Club Department Heads to establish and meet measurable, best-practice standards consistent with Club Vision and Mission for all Club operating and administrative departments, including:

- Golf course and practice-area maintenance, improvement, modification

- Golf services and programs
- Pro Shop
- Club Office
- Food and beverage services
- Clubhouse and grounds upkeep
- Entertainment and social programs
- Recreational facilities
- Fitness/Workout room
- Swimming pool

MEMBER RELATIONS

- Establishes, operates and adjusts processes to ensure member satisfaction, enjoyment and retention
- Welcomes, introduces, and integrates new members
- Maintains daily, upbeat informal contacts with members
- Maintains and communicates on-going open-door-policy to welcome, address and resolve member complaints and concerns
- Establishes and operates monthly formal member-communication program
- Recognizes individual members, including, but not limited to:
 - Golfing achievements
 - Member birthdays
 - Member-family births
 - Length-of-membership thresholds (1, 3, 5, 10, ... 5-yr increments)

MEMBERSHIP GROWTH | Works with club managerial staff to develop and execute member-centric programs aimed at successful member engagement to accomplish each of the following:

- Member activation (increased participation, spend and similar)
- Member retention (increased tenure, decreasing member turnover)
- Member recruitment (increasing the overall member base when necessary, backfilling member turnover)

WORKFORCE PERFORMANCE

- *Recruitment and Selection:* With Department Heads establishes and operates recruitment and selection system to attract and hire qualified, high-potential Club associates.

- *Safety and Health:* With Department Heads, establishes policies and procedures to ensure Safe and Healthy working conditions for all Club associates in compliance with all applicable Safety and Health laws and regulations.
- *Training and Development:* With Department Heads establishes and operates training and development plans to ensure effective initial orientation and training of new Club associates and continuing development of all associates at all levels including General Manager and Department Heads.
- *Performance planning, monitoring, evaluation, improvement, accountability:* Establishes, implements, and operates formal performance planning and evaluation process to ensure all associates understand the requirements of their position and receive regular formal and informal evaluation and feedback on job performance, including performance-improvement plans as needed. Ensures corrective actions are taken as needed to achieve meets-expectations or better performance by all associates.
- *Recognition of high performance:* Establishes and operates formal and informal performance-recognition system to acknowledge and reinforce exceeds-expectations job-performance by associates including both recognition of daily actions and overall performance that exceeds expectations and serves as examples to inspire other associates.
- *Pay and benefit administration:* Monitors local and industry pay and benefit practices to ensure pay and benefits are cost-effective and competitive to attract and retain high-talent, high-performing associates.

FINANCIAL/ACCOUNTING/COST CONTROLS AND ADMINISTRATION

- Works with Club President, Executive and finance Committees to establish annual budget/financial-performance plan.
- Ensures timely creation and communication of critical financial reports and documents.
- Uses annual financial-performance plan as a management tool to establish and maintain strong monthly financial position and results.
- Identifies and takes necessary corrective actions to achieve satisfactory financial performance and position.

LEGAL AND REGULATORY COMPLIANCE

- Develops and maintains working knowledge of all laws and regulations applying to Club (City, County, State, Federal).
- Ensures Club compliance with all applicable laws and regulations
- Ensures compliance with all contracts to which Club is a party.

BOARD AND COMMITTEE RELATIONS

- Establishes and maintains positive working relationships with all Board of Directors officers and members.
- Attends monthly Executive Committee and Board meetings, identifying any concerns/issues and presenting proposals to address concerns/issues.
- Implements Board directives and initiatives and keeps Board informed on status of same.
- Identifies and immediately and fully informs the Board of any matter requiring Board attention and possible action.
- Attends monthly Club standing-committee meetings and provides input for development of committee recommendations to the Board of Directors.

COMMUNITY RELATIONS

Develops and operates communications and programs to establish and maintain the positive reputation of Club within the Wenatchee Valley community.

PROFESSIONAL CONTACTS

Establishes and maintains contacts, communications and consultations with industry associations and managers at other golf and country clubs to keep abreast of industry developments and best practices that are useful to continuous improvement of Club facilities, programs and member relations.

Benefits

COMPENSATION AND BENEFITS

The club will provide a competitive compensation and benefits package commensurate with experience and qualifications. This includes but not limited to:

- Competitive base salary range based on experience and qualifications of successful candidate; (reasonable relocation expenses negotiable)
- Health insurance for self and family per WG&CC policies.
- Per WG&CC policies, GM will be eligible to participate in the Club's retirement plan (401k plan, 50% matched up to 5% of base salary per year.)

- Further, vacation/PTO for the GM will be two (2) weeks for first year of work; three (3) weeks after 3rd year; four (4) weeks after 15th year
- WG&CC will pay the GMs PGA dues, CMAA dues, and pay for pre-approved professional development; GM will receive family golf/club amenities privileges based on member-centric practices per WG&CC policies.

APPLICATION INSTRUCTIONS

- Application Deadline: January 6, 2022 (or until filled)
- WG&CCs Board of Directors Goal for Start Date: On or before 2/15/2023 (based on required exit/onboard plan of candidate)
- *Please submit your cover letter, resume and references in a combined document (in a .pdf format) using the APPLY button to upload it with our Search Chair.*