

Rochester Golf & Country Club

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Position Overview

Position Profile: General Manager/COO

Reports to: President/Board of Directors

The Rochester Golf & Country Club in Rochester, Minnesota is in search of an enthusiastic and dynamic leader with a proven track record to become our next General Manager/Chief Operating Officer. The ideal candidate should possess the ability to elevate the Club's service standards and create an outstanding culture to enhance the member and employee experience.

The Club has recently gone through a \$16.2 million renovation and is currently in the process of a regrassing project on the golf course that is on schedule to open in late May of 2024. Rochester Golf & Country Club is located just minutes from downtown Rochester and the world-renowned Mayo Clinic. RGCC has a vibrant, young and enthusiastic membership, supported by a committed staff that provides remarkable service to the membership and their guests.

The GM/COO along with the Leadership Staff are supported by a Board of Directors comprised of 12 members, and further supported by a strong governance model and bylaws. Rochester and its surrounding communities are under constant growth with roughly 100 new families moving into the area monthly. Rochester is a highly desirable community with great schools, arts and multi-recreational facilities, an ever-expanding business district, and the highest quality medical care in the world.

About Rochester Golf & Country Club

In September of 1915, an avid group of golfers took over a lease of 100 acres of land from Mayo Clinic doctors E.S. Judd and D.C. Balfour. Harry Turple, a Red Wing Course Golf Professional, was brought in to lay out a nine hole golf course – and Rochester Golf Club was born. The members desired a more challenging golf course and as luck would have it; a Mayo Clinic physician married the daughter of noted golf course architect A.W. Tillinghast. Tillinghast had become the pre-eminent golf course architect of his time by designing courses such as Winged Foot, Baltusrol and the San Francisco Golf Club. In 1916, Rochester Golf Club became incorporated and changed its name to the Rochester Golf & Country Club.

RGCC entered a new century in 2016, and a great deal has changed over the past 100-plus years. A new state-of-the-art practice facility was built in 2016, followed by work over the next 4 years of a new Aquatics

Facility, Fitness Center, Trackman Golf Simulator Lounge, Kids Club, complete renovation of the entire Clubhouse, expansion of the restaurant outdoor dining patio and pool patio, construction of a new 10th Tee Snack Bar, 4 on-course bathrooms, and an outdoor event lawn space to accommodate up to 300 guests. Yet the biggest change to Rochester Golf & Country Club, under the direction of renowned golf course architect Tom Doak, is the complete restoration of the A.W. Tillinghast designed Golf Course. It reopened in 2020 for its first full year of golf play after 3 years of restoration and partial year closures, to the applaud of its members and long-standing golf course experts. Now truly offering year-round amenities to its membership, Rochester Golf & Country Club has become a hub for social activities with the absolute best patio dining in the city and surrounding communities, a robust and diverse social calendar of events with opportunities for growth for all facets of the membership.

Rochester Golf & Country Club by the Numbers

- Initiation Fee: \$7,500 Resident Golf
- Annual dues: \$9,060 (Full Resident Golf and includes \$60 per month capital dues)
- 560 Members (All Categories)
- \$6.7 Million Gross Volume
- \$3.475 Million Annual Dues Volume
- \$2.08 Million Annual Food and Beverage Volume
- 36 Full-Time Employees; 40 Part-time. 45 Seasonal
- 501(c)(7) Organization
- 12 Total Board members. 3-year terms
- Age of Club: 107
- Average Age of Members: 51
- Club Ownership: Member-Owned
- 24,000 Annual Golf Rounds

Club Website: www.rgcc.org

Job Title: General Manager/COO Brief Job Description

The GM will have full responsibilities for all aspects of Rochester Golf & Country Club (RGCC), effectively managing all resources and reporting to the Board of Directors through the President and is expected to be the embodiment of a remarkable member-centric experience. The GM will lead the management team, be representative of modern management 'metric-oriented' practices, and promote a positive, engaging, collaborative and highly competent service culture in all operations. He/she is expected to be an interactive 'thought partner' with the Board and Committees, working closely with both groups to collectively make

decisions and set strategic direction for the long-term well-being of the membership. With an average member age of 51, the membership is well-traveled, highly professional, and very engaged with all services.

General Manager Responsibilities

- Implements general policies established by the Board of Directors; directs their administration and execution.
- The GM/COO will be the face of Rochester Golf & Country Club, engaging members and an ambassador within the community.
- As a partner with the Governing Board in advancing the Club's mission, the GM/COO discusses with the Board issues facing the Club and identifies actual or anticipated problems.
- Apprises the Governing Board of trends, changing circumstances and unexpected occurrences that could result in making changes to the strategic plan.
- Monitors long and short-term objectives and financial reports, in consultation with the Controller, prepares a financial plan for the Club.
- Manages club cash flow and establishes controls to safeguard funds.
- Successful candidates must include demonstrated leadership and operational expertise in Golf, Golf Course, and Food and Beverage departments. Capital and operational budgeting, forecasting and strategic planning experience is required.
- Sets the standard for effective management and demonstrates a concern for the supervision and development of the staff.
- Plans, develops, and approves specific operational policies, programs, procedures, methods, rules and regulations in concert with general policies.
- Coordinates the development of the Club's long-range and annual (business) plans in efforts to move toward the Club's mission.
- Coordinates development of operating, cash, and capital budgets according to the applicable budget calendars; monitors monthly budget and other financial statements; takes effective corrective action as required; approves vouchers before payment; prepares and makes financial reports to the Board of Directors.
- Provides advice and recommendations to the club's President and Committees about construction, alterations, maintenance, materials, supplies, equipment, and services not provided in approved plans or budgets.
- Coordinates the marketing and member-relations programs to promote the Club's services and facilities to present and potential members.
- Ensures the highest standards for food, beverage, sports and recreation, entertainment, and other Club services.

- Establishes and monitors compliance with purchasing policies and procedures; reviews and approves purchasing procedures and requirements.
- 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.
- Attends meetings of the Club's Executive Committee and Board of Directors.
- Serves as liaison between all Leadership Staff and the Board.
- Has ultimate authority over inter-departmental matters and implements policies concerning employee/employer relations.
- Prepares reports and other support material for Committee and Board use.
- Oversees risk management programs to ensure that adequate safety measures are in place to protect members, employees, and Club assets.
- Handles emergencies such as fires, accidents and breaches of security or house rules promptly and in person. Emphasizes prevention through training, inspection and preventive enforcement.
- Directs the writing and publishing of the Club newsletter and plans for intra-club public relations.

Candidate Qualifications

- A minimum of 7-10 years of verifiable, progressive leadership and management experience in an active, family-centric, or well-regarded, service focused, iconic hospitality environment.
- While having a strong preference for those who have experience in the General Manager or GM/COO role, those current Assistant General Managers at well-recognized clubs, with verifiable records of achievement, may be considered for this role.
- Strong financial acuity with outstanding communication skills, both verbal and written, with natural comfort to interact with members and guests.
- History of being an effective leader. Demonstrates exceptional leadership and inspires and motivates staff to be successful in their roles at RGCC.
- Talent Management: demonstrates expertise in attracting, training, mentoring, and retaining a talented and cohesive staff.
- A strong understanding and record of leading an organization with a club governance model.
- Must be a visionary and mission oriented; anticipating how the Club continues to evolve is important, as is being actively networked in the industry to the point of being on the forefront of trends in clubs. He/she should be able to project and steer the Club in appropriate and relevant directions for the benefit of the membership.
- A visible, hard-working leader that brings ideas to the table and who can express those ideas articulately.

Education Requirements

- A bachelor's degree from a four-year university or college, preferably in Hospitality Management is preferred.
- In lieu of the degree, substantial private club or hospitality experience will be considered.
- Certified Club Manager (CCM) designation preferred.

Compensation and Benefits

The club offers a competitive salary and bonus package including benefits based on experience.

- 401K and 401K match
- Health and Dental
- CMAA Dues and Continuing Education
- Facility use for immediate family
- Paid Time Off

Application Instructions

Prepare a thoughtful cover letter of interest and in alignment with this opportunity. It should clearly articulate why you would like to be considered for this position at this stage of your career and why Rochester Golf & Country Club and the Rochester, MN area will be beneficial to both you and the Club if selected.

The deadline for applications is January 19th.

Save your resume and cover letter in the following format:

"Last Name, First Name Resume" and "Last Name, First Name Cover Letter"

These documents should be submitted in a PDF format

Please send resumes to Club President Lindsey Lehman at lehman.lindsey@mayo.edu