

South Hills Golf and Country Club
General Manager
Position Available Immediately



Overview of Club

South Hills Golf and Country Club, incorporated in 1986, is a premier, private, and member-owned club located in the Fond du Lac, Wisconsin. The club has 275+ active member families generating \$1M in annual dues and 1.5M through its food, beverage and golf revenues. South Hills provides its membership year-round activities throughout its multiple locker rooms, dining, bar, patio dining, and banquet facilities, with a championship 18-hole golf course and a full-service pool complex. South Hills is a busy, family-oriented club that enjoys a friendly, relaxed atmosphere that our staff enhances through quality service on a routine basis.

South Hills is currently completing a full scale golf course renovation and has begun renovations/additions to its clubhouse and pool facilities. All project work will be completed by Spring of 2019.

Overview of Position

The South Hills, General Manager (GM) is the leader of the Club, responsible for all operating facets of the clubhouse and restaurant while reporting directly to the Board of Directors. The GM directly oversees the current staffing model of a PGA Head Golf Professional, GCSAA Superintendent, Executive Chef, FOH Manager, Events Director, and controller. The GM fosters and oversees the relationship between, its Board of Directors, the Club members and the community delivering the highest of quality operation in the surrounding area. In addition to leading the Club on a daily basis, the GM is responsible for financial results, staff management and superior operating practices. The GM is expected to provide meaningful input to South Hills on industry trends, key issues, and organizational needs to ensure the Club's long-term success.

Position Responsibilities

A complete position description will be provided to applicants selected to interview, but the following will be the primary focuses of the new GM.

Service - Improve the overall member experience by developing and implementing a first-class member service program.

Leadership - Instill an attitude of pride and excellence in all club employees. Encourage employees to continually improve and grow both personally, and as a team.

Restaurant - Ability to oversee, train staff, drive revenue and control cost in an active full-service restaurant.

Financial and Analytics - Develop and implement a department long range financial plan, develop annual cash flow and capital budgets. Monitor monthly budgets and take corrective action where necessary. Oversee preparation of monthly Board reporting.

Membership - Assist in creating a plan of action for retention and growth of the membership. Project positive, professional atmosphere to prospective members, neighbors and the community.

Sales - Comprehension of golf, membership and banquet related sales: Weddings, Fundraisers, Club memberships, Corporate events, Rounds of golf, Group outings, Stay and play packages and golf merchandise

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Experience and Qualifications for Application

Seeking an experienced hospitality professional for this position for South Hills. Applicants must possess multiple years of General Manager, Clubhouse Manager or Assistant General Manager experience. To perform this job successfully, an individual should have an in-depth experience providing professional, high-end service within a full-service club, knowledge of both “front of house” and “back of house” operations, possess an outgoing, approachable personality that is visible to the membership, has an attention to detail, and is comfortable working days, nights, weekends and holidays. Candidates should demonstrate a proven record of financial and budgeting success. The GM should also be comfortable speaking effectively before individual and groups of members and employees of the organization.

Strong preference will be given to applicants who possess a degree in higher education and or certifications preferably in Hospitality Management. Please also include details on your industry accreditations (i.e. CMAA / PGA) as well as any continuing education programs you have completed.

Compensation

Will provide the successful candidate an excellent and comprehensive benefits package including salary commensurate with qualifications and experience.

To Apply

Interested candidates should email a cover letter and attach your resume to:

Matte Allman, Regional Manager: Oliphant Golf Management
Interim Manager - South Hills Golf and Country Club
mallman@oliphantcompanies.com

Up to two letters of recommendation may be submitted with an application. Such letters should be no more than one page in length. Please submit all attachments in PDF format.