



GENERAL MANAGER OPPORTUNITY AT CEDAR CREEK CLUB

Founded in 1981, the Cedar Creek Club was created by a group of visionaries as a family club located in Cashiers, North Carolina. Resting on 50 gorgeous lakeside acres, Cedar Creek Club is one of the best-kept secrets in the area. At 3500 feet, we are the perfect place to unplug from the everyday and reconnect with friends, family and loved ones. We are conveniently located just minutes from Cashiers and a short drive from Highlands and are surrounded by lush national forest. From antique shopping to zip lining above the canopy, Cedar Creek Club sits at the center of it all. Cedar Creek Club operates as a 501(c)7 entity and has operated at full capacity for many years.

SCHEDULE OF OPERATIONS

The Club is open daily with varying operational hours based on department and seasonality.

COURTS, LAWN & SWIMMING POOL:

8am - 6pm Monday - Sunday

PRO SHOP:

9am - 5pm | Monday - Saturday

FITNESS CENTER:

Open 24 Hours

LUNCH:

11:30am - 2pm | Tuesday - Sunday

DINNER:

5:30 - 8:30pm | Wednesday-Saturday

LAKESIDE GRILLE:

11am - 7pm | Friday – Tuesday

POSITION SUMMARY: GENERAL MANAGER / CHIEF OPERATING OFFICER

Reports to: President, Board of Directors
Supervises: Controller
Food and Beverage Director
Executive Chef
Membership Director
Athletics Director

ROLE AND RESPONSIBILITIES

The GM implements the policies established by the Board and the By-Laws of the Club. The GM also develops operational policies and is responsible for the creation and implementation of standard operating procedures for all areas of the Club. This includes preparation of the annual operating and capital budgets and, after Board approval, the management and control of the operations to attain the desired results.

EXPERIENCE:

- A minimum of six years of progressively increasing responsibility in private club management positions leading to a General Manager/Chief Operating Officer position at a Club of similar scale, amenities and culture.
- A professional career “track record” of achievement and relative employment stability.
- Strong financial and business operations experience building and expertly managing budgets and expenses. Experience developing long term strategic plans and actualizing the strategy.
- Excellent knowledge of F&B, with a track record of success in shaping, promoting and implementing excellent dining programs and events that reflects both traditional and modern needs and current trends that will connect with the membership, especially relevant in a competitive restaurant marketplace.
- Experience overseeing large capital improvement projects including selecting and managing contractors, managing expectations of members through construction, and successfully re-opening new facilities.

- A record of success in the selection, development, training and motivation of an accomplished, service-oriented private club workforce.
- Experience as an active and effective leader in the boardroom and in an engaged committee system.
- Experience in brand management and success enhancing a club's standing with current and future members. This includes further promoting member engagement to result in high levels of satisfaction and retention.
- Experience successfully evaluating, upgrading and implementing information technology, specifically with club technology. Ideally, the qualified candidate has enhanced member communications and member and staff access to information through websites, apps and other relevant tools.
- Management of athletic operations is required along with understanding short and long-term maintenance needs, emergency planning for natural disasters and sensitivity to environmental matters and government regulations.

LEADERSHIP:

- Dynamic leader, coach, and motivator with energy and enthusiasm and the ability to work effectively at all levels of the organization and with a range of tenured employees.
- Able to act decisively yet diplomatically.
- Leads by example.
- Track record of building and leading a successful team. Ability to identify skill gaps, build capability, and bring departments together effectively.
- Demonstrated ability to consistently hold employees to the highest level of performance and accountability.
- Demonstrated ability to lead a Board in effective high-level decision making.
- Demonstrated ability to formulate, communicate, and implement a strategic vision.

SKILLS & ATTRIBUTES:

- Strong financial management, organizational and administrative skills, with particular strength in creating internal financial controls, budgets, forecasts, and management reports.
- Skilled in large and ongoing project management.
- Respectful of tradition, but forward thinking and not afraid to bring new ideas to the table as a student of the industry.
- Savvy with club-related technologies and software designed to support club operations; able to evaluate and recommend new trends or products in line with the needs of the business and of the membership.

- Marketing and promotional skills to drive member engagement and enthusiasm across all aspects of the Club to result in high levels of satisfaction and retention for Club events, a la carte dining and other food and beverage related programs.
- Strong interpersonal and organizational skills.
- Represents a highly professional and approachable image to the staff, the membership and guests, and the local community.
- Extremely well-organized with a strong ability to set priorities and delegate effectively with appropriate follow-up and oversight. Proactive with the ability to anticipate and resolve potential issues.
- Committed, with a high and visible work ethic. Has a reasonable sense of urgency around operating the Club.
- Excellent written and verbal communication skills.
- Ability to communicate effectively to the Board; know what is appropriate and important to communicate.
- Engaged and prepared in the boardroom; able to efficiently navigate meetings, provide meaningful data and information, and provide directions and options based on professional expertise and best practices.
- Ability to coordinate and maintain relationships with local government/city agencies and law enforcement to effectively manage issues and regulations which may include building and fire codes, health and human services, environmental and security.

EDUCATION & CERTIFICATION:

- Undergraduate degree required, with concentration in business and/or hospitality management. Masters a plus.
- Professional certifications CCM, CCE, or similar professional development achievements are highly desired.

MAJOR DUTIES AND RESPONSIBILITIES

MEMBER SERVICES:

- Provides quality leadership and a positive upbeat image for the Club. Leads with the mission to provide members with premier service in dining, quality products, and an exciting calendar of Club events. Maintain detailed records of all Club events.
- Ensures the smooth, efficient daily operation of the Club to provide the members and guests with the best experience possible.

- Addresses and resolves all member complaints and suggestions, in such areas as general services, athletic including croquet and tennis/pickleball programs, fitness options, employee attitude, maintenance, sanitation, and cosmetic appearance of the facility.

EMPLOYEE RELATIONS:

- Develops a team-oriented basic management philosophy to guide all Club personnel toward optimal operating results, employee morale, and member satisfaction.
- Coordinates with the Board, and as appropriate, committee chairs, on all department head compensation, benefits, disciplinary, and other significant personnel actions. Maintains and administers a sound organizational plan including updated Employee Handbook and related policies.
- Ensures that a positive and healthy working environment exists throughout the Club, one that is free of safety risks and all forms of employee harassment.
- The GM must take a strong role in the seasonal hiring of staff with the F&B Director and Chef to protect the Club's staffing needs.
- Ensure job descriptions, goals, objectives, and performance standards are provided for all positions.
- Perform annual performance appraisals will be prepared for all Department Heads with input from the appropriate Committee Chair.
- Ensure that effective programs are in place and utilized to train and develop employees to perform their job duties at levels that will meet or exceed Club standards.
- Ensure employee policies, rules, personnel procedures, compensation, and benefit programs are documented and understood by all employees.

FINANCIAL AND ADMINISTRATIVE MANAGEMENT:

- Prepares the annual operation and capital budgets and, after Board approvals, manages and controls the operations to attain the desired results. Manages the Club's cash flow and provides for safeguard of funds.
- Provides input to all department heads, professional staff, and other key consultants, projecting and developing budgets, capital spending plans, fiscal controls, and operational guidelines. Monitors monthly financial reports and takes corrective action as required. Work closely with the Treasurer and Finance Committee, and other appropriate committees in preparation of the budget plan.
- Maintains an up-to-date management information system which can be counted on for timely and accurate information for all parts of the Club.
- Negotiate and recommend Board approval for contracts. Award and manage contracts within limits approved by the Board.

- Provide project management for major, Board and/or member-approved projects.
- Keep and maintain an up-to-date record of the Club's operations, including proper financial records, licenses, and forms properly filed IRS tax returns on Form 990 and to render forthwith upon request and accounting thereof to the Board, or to the President, or the Club's auditors.
- Provide direction for collection of delinquent accounts and action on liens and foreclosures.
- Consistently ensure that the Club is in compliance with all Federal, State, and Local laws and regulations.
- Lead on club insurance reviews, annual examination to ensure the assets are updated and proper coverages are maintained to protect the assets and interests of the Club.
- Lead a periodic review of the Club's By-laws and Rules and Regulations to ensure current relevance.
- Maintain relations with police, fire, liquor control board, health department, and other governmental agencies.
- Develop operational policies and be responsible for the creation and implementation of standard operating procedures for all areas of the Club. The General Manager shall coordinate all management functions of the Club.
- The General Manager shall ensure development and implementation of safety programs that will provide for the safety and well-being of all personnel, members, and their guests while on Club property.
- Ensure that the clubhouse and all other Club facilities are in full compliance with all safety, environmental, and other Federal, State and local regulations.
- Handle emergencies such as fires, accidents and breaches of security promptly and emphasize prevention through training and inspection.
- Develop risk management programs and provide for emergency and disaster recovery plans. Provide for records protection, retention, and recovery.
- Set standards and limits for purchasing authority for Department Heads and staff.

COMMUNICATIONS:

- Develops ongoing dialogue and rapport with Club members through recognition, communication, the club newsletter, email/eblasts and follow-through. Assures excellent communications and relationships between the Club members and employees.
- Welcomes new members and coordinates a program for the orientation of new members. Coordinates member relations programs to promote the club to prospective new members.
- Keeps the Club's President or, in the President's absence, the appropriate Officer informed of all significant, or potentially significant, operating matters and problem areas.

- Provides monthly reports for the Board describing the high-level operations KPI, member and staff relations and guidance to policy considerations both to members and for employees. Participates in Board meetings as Ex-Officio.
- Ensure that all forms of communication to the Brand of CCC are established and upheld consistently. The General Manager will use the club email address for all club related communications and not personnel email address. All activity on Branding standards should be reviewed and approved by the Board.

CLUB MANAGEMENT:

- The General Manager shall be responsible for the hiring, supervision and termination of all Club personnel, however, the hiring and termination of Department Heads requires the advice and consultation of the President and Committee Chair of the department head prior to making a final decision, which shall not be unreasonably withheld.
- Delegates appropriate authority to department heads, yet remains responsibility for all operations of the Club, making those changes deemed necessary for the Club's successful operation.
- Attends meetings of the Board of Directors, Executive Committee and all other committees to which they are designated as ex-officio member. Arranges for proper minutes to be maintained for all Board and committee meetings.

CRITICAL SUCCESS FACTORS

As a measure of success by the Board of Directors, the next General Manager / Chief Operating Officer of Cedar Creek Club is expected to make a positive impact in the following areas within the first two years:

- Embody the role of the General Manager / Chief Operating Officer to leadership and membership. Be the front facing leader who will guide the Club and navigate towards the future.
- Work with Club leadership to embed the position and earn the trust of membership in executing at a high level.
- Engage the Board in a thoughtful strategic planning process, not a capital projects list but a living Strategic Plan that articulates the "how and why" that supports the vision for the future.
- Enable a planning process that contemplates fulfilling the vision of the Club with current and future resources.
- Enjoin with leadership on an annual basis to affirm or replot the Strategic Plan and communicate it to the membership.
- Instill an annual business planning process aligned with the Strategic Plan.
- Complete a capital reserve study and build depreciation of Club assets into the annual business.