



A History of Tradition and Excellence

Tacoma Country & Golf Club located in Lakewood, WA, is the oldest private club west of the Mississippi River, situated 45 minutes south of Seattle in the beautiful South Puget Sound. For more than 125 years, the Club has been providing members and their guests with memorable experiences, both on the golf course and around the rest of the grounds. Sitting on the east shore of American Lake, there is no better private club experience in the region. Known as one of the premier private clubs in the Pacific Northwest, Tacoma Country & Golf Club was founded in 1894.

Today, Tacoma Country & Golf Club has everything you would expect to find at a first-class private club. Starting with the golf course, which is a championship layout of more than 6,945-yards from the back tees. Throughout the northwest, Tacoma Country & Golf Club has a reputation for impeccable grounds keeping, offering some of the best greens in the region. We are the only private club to have hosted all 4 Women's USGA Championships, along with numerous professional tournaments and top-tier amateur events.

Additionally, the practice facility is second-to-none, providing players with a state-of-the-art performance center, large grass hitting area, a practice hole, practice green, and chipping green/practice bunker. All in all, every golfer will find exactly what they need to maximize their enjoyment of this great game. It says a lot about the quality of a golf course – and its practice facilities – when multiple touring professionals choose to make it their home base. At Tacoma Country & Golf Club, we are proud to be home to several touring pros, along with numerous top amateur players.

Complimenting the golf course, Tacoma Country & Golf Club offers excellent dining opportunities featuring the 1894 Grill & Bar, Lakeside Bar, and multiple banquet spaces for events. We offer dining services 6 days/week for our members and guests, with a snack shack available on the golf course. Further, our tennis courts, a lakeside pool, lake access, various junior programs, a fitness center, and more enhance our beautiful club. Thanks to an active and welcoming membership, the opportunities for recreation and socializing are nearly limitless at the Club.

Club Facts

- Number of Members: 370 Golfing, 142 Other Golfing, 385 Social
- Gross Dollar Volume: \$6.350M
- Food & Beverage Revenue: \$2.83M
- Rounds of Golf annually: 20,000
- The Club holds no debt on its ledger and operates in the black each and every year.
- Generous cash reserves for future capital needs.
- Full-time employees: 75, Seasonal employees: 50

Position

General Manager at Tacoma Country & Golf Club

Mission

Tacoma Country & Golf Club ("the Club") is looking for a dynamic leader that will ensure that the Club offers best-in-class service to its members, guests and team members.

Position Overview

The General Manager (“GM”) serves as chief operating officer of the Club. He/she manages all aspects of the Club including its activities and the relationships between the Club and its Board of Directors (“the Board”), members, guests, employees, community, government and industry.

Core responsibilities include:

- Coordinates and administers the Club’s policies as defined by its bylaws.
- Develops operating policies and procedures and directs the work of all department managers.
- Implements and monitors the budget, monitors the quality of the Club’s products and services, and ensures maximum member and guest satisfaction.
- Secures and protects the Club’s assets, including facilities and equipment.

The GM is expected to provide quality leadership and a positive upbeat image for the Club ensuring that members enjoy premier service, a quality product and an exciting calendar of events. He/she is responsible for the success of all aspects of the Club goals and activities, and will devote full time and attention to operations, planning and staff performance and coordination.

Supervises:

- Head PGA Professional
- Golf Course Superintendent
- Executive Chef
- Clubhouse Manager
- Controller
- Food & Beverage Manager
- Maintenance Manager
- Aquatics Manager

Job Description

The following is consistent with the Club’s bylaws and emphasizes the Board’s priorities as to the most valued traits of a successful GM.

The GM is hired by the Board, reports to the President and the Board, and is responsible for executing the Club’s bylaws and policies, and the Board’s directives. In accordance with the Club’s mission, the GM is ultimately responsible for executing all programs, services and activities, goals and objectives of the Club, and ensures that strategic objectives and the Club’s mission are achieved.

The GM is accountable for all areas of the Club, and on a daily basis directly manages all aspects of clubhouse operations as described by the Board and will ensure the synergism of all Club activities. The GM is the Board’s bridge to the staff and committees, and enables the Board to avoid the intricacies and short-term focus that is the staff’s responsibility. This will allow the Board to work more exclusively on the strategic and long-term focus of Club governance. The GM will prepare such special reports as may be requested by the Board and will report back on the effectiveness of the Club’s policies, operations and programs.

Operational Excellence

- Superior at the basics is the foundation for operational excellence. The GM is responsible for the development and implementation of all service/operating standards and associated training that leads to full achievement of our mission.
- The GM will implement and monitor the processes to attract new members and revenue-generating events. These activities are developed by both management staff and standing committees.
- The GM will look for and implement productivity and cost-savings opportunities that do not detract from member/guest quality and service standards.

- The GM will directly lead our clubhouse operations, ensuring the highest quality and standards of food, beverage, catering and related services.
- The GM ensures the Club is not placed in a position of liability by noncompliance with regulatory requirements and acts of negligence of poor management decisions.
- The GM is the catalyst and facilitator for the Board to assist in prioritizing long-term and short-term goals. He/she will execute the strategies to achieve the goals and updates progress against those goals. Additionally, he/she will continually assess the effectiveness of existing bylaws and general practices, informing the Board or appropriate committee regarding areas for improvement.
- The GM, working with the Controller, is responsible for monitoring the financial health of the Club, developing budgets for Board approval with the input from the Finance Committee, and projecting cash needs against requirements. Recommendations as to adjustment of budgets, changes in cash needs and other financial matters are to be communicated on a timely basis to the Board, with appropriate suggestions for remedial action.
- The GM will assist committees in their capital budget prioritization deliberation and coordinate this process through the Board's approval process.

Requirements

- Consistent track record of employment with at least 5 years of senior leadership experience.
- Experience managing an operating budget (P&L) of \$2M+.
- Bachelor's degree in business administration, hospitality management, or related field of study from an accredited university.
- Management experience with responsibility of at least 30 employees with at least 4 direct reports.
- Understanding of the private golf club and hospitality business.
- Preferably food and beverage management experience.
- Demonstrated professional track record in the areas of:
 - Financial management
 - Vendor relationship management
 - Human resources management
 - Project management
 - Information technology

Educational and Certification Qualifications

A college degree in hospitality and the CCM designation are preferred.

Salary & Benefits

Salary is open and competitive, commensurate with qualifications and experience. The Club, along with the typical CMAA benefits, offers an excellent bonus and benefits package.

Instructions on How to Apply

Qualified applicants should send their resume and cover letter addressed to Tacoma Country & Golf Club's Board of Directors and sent to the following email addresses: joshb@tcountryc.com, tcgc@tcountryc.com

Application Deadline

Tacoma Country & Golf Club will be reviewing interested candidates through end of business January 14th, 2020.