



**Director of Club Operations/General Manager
Broken Top Club
Bend, Oregon**

Broken Top Club is located in NW Bend, minutes away from the city center and the beautiful recreational opportunities of the Deschutes River, the Cascade Lakes Recreation Area, and Mt. Bachelor. The Club was recently acquired by the Broken Top Community Association, which is made up of more than 600 homeowners whose homes surround the golf course.

The Broken Top Club is nestled in a beautiful setting with mature trees and gorgeous views of the Cascade Range. The Club experience includes a highly rated private golf course, designed by Tom Weiskopf and Jay Morrish; a private members-only bar and lounge, a fitness center and exercise room with beautiful views, a small golf shop, tennis and pickleball courts, and an outdoor pool. Members also gather at the beautiful dining and meeting facilities of the Club, which are open to the public and available for private events.

The Club is finishing its first year after transitioning from out-of-state ownership to a homeowner association-owned and operated Club. Approximately one-half of the Broken Top homeowners are also Club members; a substantial percentage of the members live outside of the Broken Top community. The Club is debt free and cash flow positive, with more than 400 active golf memberships (family or individual) and approximately 150 social members.

Position Description

The General Manager (GM) is the Club's senior-most staff executive and reports to the Board of Directors. The GM is responsible for building a service-based, welcoming culture and for managing the operations of the Broken Top Club consistent with the objectives, strategies and policies established by the Board. Of primary importance is a focus on continuous improvement in member/guest satisfaction, as well as building a sustainable, profitable business. The GM, under the direction of the Board, has primary responsibility for preparing, implementing, and monitoring the club's annual budget and is expected to possess strong leadership, operational, communications, financial and analytical skills.

Candidate Qualifications

- A minimum of 5 years of successful General Management experience in a private member club or resort environment
- Strength and experience in team development, financial performance, member satisfaction and new member marketing, supported by the ability to consistently define and achieve key goals and objectives.
- Track record of working closely and successfully with board and committee members in a leadership role.
- Strong knowledge of and skill set relevant to delivering high quality food and beverage, golf, event management, fitness, pool, tennis and pickle ball services and an overall exceptional experience.



Responsibilities

Management

1. Supervise all Department Heads and provide oversight for staff which grows to approximately 100 employees seasonally.
2. Ensure commitment to and compliance with all applicable laws and regulations across the organization.
3. In coordination with Department Heads, set standards for recruiting, hiring, training, supervision, and timely evaluation of the Club's staff.
4. Oversee and administer compensation and benefits for staff which must be administered consistently and fall within guidelines as mandated by the approved budget.
5. Set standards for all employees and actively promote a positive work environment where teamwork is emphasized.
6. Emphasize, along with the department heads, a "member-first" culture that builds loyalty and patronage and that maximizes engagement among Club members.

Financial

1. Develop, maintain and administer a business plan supported with annual budgets and marketing plans.
2. Establish a long-term strategic plan for capital reserves and Club improvements.
3. Provide financial guidance and reporting of all Club operations in accordance with acceptable accounting procedures, including the formulation of the Club's annual operating and capital budgets, which are coordinated with the Finance Committee, the controller and the department heads. The General Manager will operate the Club in accordance with budgets approved by the Board of Directors and will report the Club's membership numbers and financial position to the Board of Directors on a monthly basis.

Member and Community Relations

1. Represent the Club well in all situations and to all stakeholders, including the ownership group, members, staff, potential members, and the broader Bend community.
2. Interact with members on a daily basis, actively soliciting opinions and input on the club's facilities and services with a goal toward continuous improvement. Visibility and accessibility to members is paramount.

Perform other duties as assigned by the Board of Directors.

Educational and Certificate Qualifications

General Manager will be a college graduate, MBA or equivalent preferred. In addition, the General Manager should possess a Certified Club Manager (CCM) Designation and be a participant and strong supporter of continuing professional development for self and staff. Professional Golf Association (PGA) membership highly desirable.



Compensation

The Club offers a competitive compensation plan and standard perks.

Application Deadline

October 12, 2020

Application Address:

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