



POSITION DESCRIPTION

FLSA: Exempt

POSITION TITLE: General Manager

FACILITY/DEPARTMENT: Administrative & General

REPORTS TO (TITLE): COO – PGP Executive Team

SUPERVISES: All Departments

DATE: November 2018

BASIC FUNCTION: Primary responsibility is to provide leadership and direction to all employees in all departments. Focus is to be directed toward quality and consistency of facilities and service. Financial responsibility involves budgeting, implementing and supervising Profit and Loss for all facets of the entire facility.

The General Manager will be responsible for the departments of the operation which include: Golf Operations, Administrative & General, Golf Course Maintenance, Sales & Marketing, Food & Beverage, Tennis and Community Center.

QUALIFICATIONS:

- ❖ Understanding of basic accounting principles
- ❖ Continuation of Educational / Professional Seminars
- ❖ Class-A PGA Certification
- ❖ Knowledgeable in all areas of facility
- ❖ Skilled in interpersonal dynamics
- ❖ Understanding of and ability to implement marketing concepts and strategies
- ❖ Knowledge and ability to utilize a variety of operating systems

WORK EXPERIENCE REQUIRED:

- ❖ 3-years direct experience in management of all areas including: Golf, F&B, Course Maintenance, and Sales & Marketing
- ❖ 5-years direct experience in management of golf operations
- ❖ Multi-course experience preferred

EDUCATION, KNOWLEDGE AND TRAINING:

- ❖ College education required

ESSENTIAL FUNCTIONS:

1. Responsible for complete financial aspects and planning of operation. These aspects include: budgeting daily and monthly profit and loss management and complete administration of all departments.

2. Prepares on-going and special reports such as: Daily Business Recap, Monthly Business Report, all golf statistics and any additional report required to completely analyze the facility performance at all times.
3. Provides consistent and visible leadership and direction to all areas of the facility by developing a consistent and routine means of internal communication.
4. Establishes service goals and objectives for the operation, in conjunction with PGP Executive Team' overall goals and objectives. Such goals and objectives should set the facility apart from the competition.
5. In conjunction with the Director of Sales & Marketing for PGP Executive Team, prepares recommendations for the marketing, public relations and sales efforts of the facility.
6. Monitors and advises on the implementation of the Marketing and Sales plan.
7. Implements all sales and marketing plans and strategies for facility.
8. Insures staff timeliness in responding to the customer's needs.
9. Establishes, maintains and supervises all department heads and ensures established professional criteria standards.
10. Establishes a property-wide training and reference manual for quality standards and policies and procedures.
11. Ensures accurate and compliant purchasing procedures for all areas are maintained in conjunction with company policy.
12. In conjunction with the Director of Golf Operations and Director of Sales & Marketing for PGP Executive Team, documents annual business strategies for the facility, both financial and marketing goals.
13. Develops career path training for direct report supervision and "key operating" positions for all departments.
14. Provides consistent and routine communication to PGP Executive Team as it relates to the daily operations of the division and long-term planning.
15. Fosters a management style which encourages suggestions and opinions, open door policy, strong employee relations and excellent customer service satisfaction.
16. Assumes additional responsibility and guidance as directed and requested by the Director of Golf Operations for PGP Executive Team.
17. Executes the personnel functions for entire facility by interviewing applicants, evaluating and reviewing employees and disciplining employees as necessary.
18. Follows fair progressive discipline / coach and counseling procedures.
19. Performs a daily walk-through and visible inspection of entire facility and all buildings. Communicates in writing to the department head, any area that is not in compliance with facility standards.
20. Approves the final hiring and discharge of any employee.

MARGINAL FUNCTIONS:

1. Represent facility at various professional golf events and trade shows as approved by PGP Executive Team.
2. Respond to any reasonable task assigned by PGP Executive Team.
3. Active involvement within the communities and various associations as representation for facility and PGP Executive Team.

ENVIRONMENT:

Inside well-lit office environment with comfortable ventilation. Also includes all outside areas of operation.

POSITION ANALYSIS/SPECIFICATIONS

	<i>N/A</i>	<i>OCCASIONAL</i>	<i>FREQUENT</i>	<i>CONSTANT</i>
Sitting			X	
Standing			X	
Walking			X	
Bending Over		X		
Crawling	X			
Reaching			X	
Crouching		X		
Kneeling		X		
Balancing		X		
Pushing/Pulling		X		
Lifting/Carrying				
10lbs or less			X	
11lbs to 25lbs			X	
26lbs to 50lbs			X	
51lbs to 75lbs		X		
76lbs to 100lbs	X			
Over 100lbs	X			
Manual Dexterity			X	
Fine Motor Skills			X	
Gross Motor Skills			X	
Eye/Hand Coord.	X			
Near Vision		X		
Far Vision		X		
Color Recognition		X		
Hearing			X	

ENVIRONMENTAL FACTORS

	<i>YES</i>	<i>NO</i>
Working Outside	X	
Working Inside	X	
Working Alone	X	
Working Closely With Others	X	
Excessive Cold/Heat	X	
Excessive Humidity/Dampness	X	
Noise/Vibrations		X
Working Above Ground	X	
Working Below Ground		X
Working with Chemicals/Detergents/Cleaners	X	
Working Around Fumes/Smoke/Gas		X
Walking on Uneven Surfaces	X	
Motorized Equipment or Vehicles	X	
Working Around Machinery/Motorized Equip.	X	
Climbing on Scaffolds or ladders		X



ACKNOWLEDGMENT FOR RECEIPT OF JOB DESCRIPTION

I have received a copy of the Job Description for **General Manager**. The Job Description statements are intended to describe the general nature and level of work being performed by employees assigned to this classification. They are not intended to be construed as an exhaustive list of all responsibilities, duties and skills required of personnel so classified.

I have read the Position Guidelines and Position Analysis/Specifications and testify that I am able to perform the essential job functions for this position.

EMPLOYEE'S NAME (printed): _____

EMPLOYEE'S SIGNATURE: _____

DATE: _____

MANAGERS SIGNATURE: _____

PROPERTY: _____