**JOB TITLE: General Manager DEPARTMENT:** Administration **REPORTS TO:** Board of Director

**DATE:** 9 / 2024

# About Fremont Hills Country Club

Welcome to Fremont Hills Country Club, a premier destination nestled in the charming Springfield, MO area. Celebrated as the best value for the dollar in the region, our club is renowned for its course conditions, amenities, and vibrant community spirit.

# Our Facilities and Offerings

# Golf

Our full 18-hole golf course is well-maintained to provide a great golfing experience. Members enjoy access to our driving range and putting green, ensuring all aspects of their game can be honed on-premises.

# Recreation

Beyond golf, we offer a large swimming pool perfect for relaxation. Our clubhouse features a restaurant that serves delicious meals, creating the ideal spot to unwind after a round or enjoy a family dinner.

# Events and Social Scene

Fremont Hills Country Club isn't just about golf; it's a social hub. We boast facilities capable of accommodating special events and meetings. Our club calendar is brimming with vibrant social events, including live music and various activities that bring our community together. People join for the golf but stay for the friendships and the warm, welcoming atmosphere that makes it easy to find your niche.

# The Springfield, MO Lifestyle

Living and working in Springfield, MO offers an appealing balance of city parks and natural beauty. Springfield boasts an abundance of recreational activities, from its robust arts and music scene to lively nightlife. Annual festivals like the Birthplace of Route 66 Festival, Artsfest, and Cider Days bring the community alive, celebrating local culture and heritage. Downtown Springfield is a hotspot for shopping, dining, and entertainment, with a monthly art walk and local breweries adding to its charm.

The outdoor enthusiast can enjoy numerous city parks, biking and walking trails, and boating and fishing at nearby Fellows and Springfield lakes or the James River. Sports fans will feel right at home cheering for the Springfield Cardinals, a minor league affiliate of the MLB's St. Louis Cardinals, at Hammons Field.

A significant draw for many new residents is Springfield's cost of living, which is notably lower than in many other parts of the country. Everyday expenses like groceries, utilities, and transportation are below the national average. This affordability extends to the housing market, where larger homes can be purchased at competitive prices, offering excellent value for money.

# JOB SUMMARY

Responsible for the management of all aspects of the club including its activities and the relationships between the club and its members, guests, employees, and community. 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.

# ESSENTIAL JOB FUNCTIONS

The essential functions include, but are not limited to the following:

1. Ensure club operations provide a first-class level of service for the best member/guest experience possible. Represents the club in a positive, professional and exuberant fashion at all times; mentors and monitors staff to ensure exceptional member/guest service.
2. Hires, manages and develops course department heads according to Club guidelines, including the food and beverage manager, golf course superintendent, head golf professional, assistant general manager, membership director and all other department heads; meets with department heads on a regular basis to ensure departments are performing to stated goals.
3. Identifies and manages the club’s budget; monitors revenues and expenses of the club and generates weekly/monthly revenue reports; manages the daily financial needs and processes for the course.
4. Complies with the terms of purchasing agreements and vendor contracts.
5. Ensures payroll information is processed and submitted timely and accurately for the course; maintains and manages all employee files and records.
6. Ensures proper billing/invoicing of all course activity and functions; monitors accounts receivables to ensure collection of payments.
7. Develops course marketing plan and oversees the implementation of the plan on an annual basis.
8. Responds to the needs of the membership through program development and general customer service requests.
9. Serves as the community liaison for the club; meets with special interest groups when necessary.
10. Consistently ensures that the club is operated in accordance with all applicable local, state and federal laws.
11. Develops, maintains and disseminates a basic management philosophy to guide all course personnel toward optimal results, employee morale and member/guest satisfaction.
12. Ensures all Human Resources, payroll, administrative and reporting requirements set by the Club are completed timely and accurately.
13. Must maintain the confidentiality of club and employee information.
14. Enforces comprehensive safety programs for employees, members and guests on course in compliance with local, state and federal laws.
15. Communicates with the Board of Directors where applicable.

# KNOWLEDGE, SKILLS AND ABILITIES

The requirements listed below are representative of the knowledge, skills and/or abilities required. Reasonable accommodation may be made to enable individuals with disabilities to perform the essential job functions.

1. Thorough knowledge of and ability to successfully apply the principles and practices of personnel and business management.
2. Comprehensive understanding of the methods used in the care and maintenance of golf courses.
3. Broad knowledge of food and beverage operations, laws and regulations.
4. Thorough knowledge of standard sales and marketing practices.
5. Ability to effectively plan, assign, and supervise the work of subordinates engaged in golf course operations.
6. Ability to anticipate and identify risks and problems and develop appropriate risk mitigation measures, business solutions and plans of action.
7. Ability to provide a high level of customer service with attention to detail.
8. Skilled at planning and organization, with an ability to manage multiple tasks or projects.
9. Proficient with MS Word, Excel, Outlook and POS systems.

# EDUCATION AND EXPERIENCE

1. Bachelor’s degree in recreation, business management, agronomy, turf management or related field preferred.
2. Previous experience as a General Manager for a golf course preferred.
3. PGA membership preferred

# PHYSICAL REQUIREMENTS

| Seeing and hearing: read documents, computer screen, answer phones,  communicate in person | 75-100% |
| --- | --- |
| Standing and walking | 50-75% |
| Climbing, stooping, squatting and kneeling | 0-24% |
| Dexterity: utilizing phone, typing, and writing | 0-50% |
| Lift in excess of 25 pounds | 0-25% |

**Note: The statements herein 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 an exhaustive list of all responsibilities, duties and skills required of personnel so classified. This job description may be changed or updated at any time without notice.**