

# Hillcrest Country Club

## General Manager

### ABOUT THE CLUB

**Lincoln, NE |** Hillcrest Country Club takes pride in its course's rich heritage. In 1929, U.S. Open champion Walter Hagen and French Open Champion Horton Smith were among the first to compete on the course designed by William H. Tucker Sr. Since then, many tournaments and events have been held at Hillcrest, including a contest between the legendary Arnold Palmer and Gary Player."

Large, established trees and out-of-town feel, set Hillcrest apart from today's newer courses. Our 18-hole course boasts a nearly 600 yard par 5, a challenging pair of short par 3 holes, and practice facilities that include a 500 yard driving range, and beautifully-manicured putting and chipping greens. These amenities paired with course availability make Hillcrest a true golfer's course.

Members enjoy a family-friendly atmosphere, superior club recreation, and social networking at the following amenities: Golf, Aquatics, Tennis & Pickleball, Fitness, Dining, and Banquet facilities. With more than 500 homes being built near the facility, Hillcrest prides itself on being the social hub of the growing community.

#### ***Our Vision:***

***"We are the preferred private club for creating extraordinary experiences and memorable stories for families and guests"***

## **Hillcrest Country Club by the Numbers**

11 Unique dining locations

42.5 - Average age of membership

500+ Families call Hillcrest their preferred country club

17 Of the last 20 years as City League Swim Champions

200+ enrolled athletes in our junior programs

32,000 Rounds annually

15-20 Outside events annually

26 Weddings annually

4 Tennis / pickelball courts

Fitness Facility

\$2,500,000 Pool / course irrigation renovation

10 Full time, year-round employees

30 Full time, seasonal employees

120 Part time employees

\$2,000,000 Total labor budget

\$4,300,000 Total revenues

**Lincoln, Nebraska** has substantial growth over the past 10 years with the city making constant improvements and revitalizing the community.

- Lincoln is the second-most-populous city in Nebraska. Lincoln was named one of the "Top Ten Most Welcoming Cities in America" by Welcoming America.
- Tourist attractions and activities include the Sunken Gardens, basketball games at Pinnacle Bank Arena, the Lincoln Children's Zoo, the dairy store at UNL's East Campus, and Mueller Planetarium on the city campus. The Nebraska State Capitol, which is also the tallest building in Lincoln, offers tours.
- Lincoln Public Schools (LPS) is the city's sole public school district. It includes six traditional high schools: Lincoln High, East, Northeast, North Star, Southeast, and Southwest. Two additional, smaller high

schools are currently under construction: Northwest and Standing Bear.

- Lincoln has nine colleges and universities. The University of Nebraska–Lincoln, the main campus of the University of Nebraska system, is the largest university in Nebraska, with 20,830 undergraduate, 4,426 postgraduate students and 564 professionals enrolled
- Lincoln has an extensive park system, with over 131 individual parks connected by a 248 mi system of recreational trails, a 2.3 mi system of bike lanes and a 1.3 mi system of cycle tracks.

## POSITION OVERVIEW

### Job Structure

**Reports to:** Board of Directors

**Supervises:** All club staff

**General Purpose:** The General Manager directs all aspects of the facility including its activities and the relationships between the facility and its Board of Directors, patrons, employees, community, government, and industry. Coordinates and administers facility policies and provides supervision and support to all department heads. Monitors the quality of products and services to maximize customer satisfaction. Secures and protects facility assets.

### Prioritized Keys to Successful Performance:

1. ***Provide leadership and vision to staff and Board of Directors.***
2. ***Build a team that will embrace excellence and deliver an outstanding member experience.***
3. ***Work with Board of Directors and Committees to create a Strategic Plan for future improvements.***

4. ***Lead the team by example in being approachable as well as making time away from the Club for his/her family.***
5. ***Have a passion for golf and a desire to keep the golf facilities improving for the future of the Club.***
6. ***Develop a culture within the staff that is transparent and supportive so that we attract and retain high-quality team members.***

## **ESSENTIAL JOB FUNCTIONS**

### **Planning, Finance, Regulations**

- Develops / coordinates the development of long range and annual business plans.
- Coordinates the development of operating and capital budgets.
- Coordinates long range planning for the facility.
- Analyzes and monitors financial statements, and reviews income and expenses. relative to plans, implements corrective measures as needed, and reports status on a monthly basis.
- Makes recommendations for capital improvements, supplies and equipment.
- Assures operational compliance with local, state, and federal laws.
- Maintains knowledge and compliance with all lease terms and contractual obligations.

### **Administration**

- Develops and maintains a sound organizational structure.
- Oversees the development of operating procedures and training manuals.
- Develops emergency and safety procedures.
- Oversees and works with department heads to schedule, supervise and direct work of facility staff.
- Conducts regularly scheduled staff meetings.
- Attends executive meetings.

- Communicates to controlling entity on a structured and timely basis.

## **Operations**

- Develops/implements general policies. Approves specific operational policies, programs, and procedures in harmony with the mission and general policies.
- Monitors the performance of all daily operations, functions and services; assures high standards and total customer satisfaction.
- Ensure open communication and high visibility to customers by conducting daily walk-through of facility.
- Establishes personnel policies; ensures proper hiring, training, supervising, personal development and corrective action in accordance with fair labor standards and safety.
- Ensures accurate recording of hourly labor and timely, accurate payroll processing.
- Manages and oversees all accounting, inventories, banking, audit procedures, cash flow, and establishes controls to safeguard funds and assets.
- Serves as ex-officio member of appropriate committees.
- Meets, greets, and welcomes prospective members where applicable.
- Oversees the care and maintenance of all physical assets and facilities.
- Coordinates the marketing and promotional programs to promote facility services and amenities.
- Ensures the highest standards for golf services and programs, golf course and practice areas, food and beverage, recreation, entertainment, and other facility services.
- Establishes and monitors compliance with all purchasing policies and procedures.
- Ensures and initiates programs to provide customers with a variety of innovative functions, programs and events.
- Provide resolution of escalated customer service issues.

## **COMPENSATION AND BENEFITS**

- Base Salary commensurate with experience.
- Performance bonus.
- Meals while on duty.
- 401K Retirement plan with company match.
- Health, Dental, Vision, Disability, & Life insurance.
- Flexible Spending and HSA accounts.
- PTO
- Travel Allowance
- Educational Assistance
- Professional Dues Paid

## APPLICATION INSTRUCTIONS

- All applications **MUST** be submitted through the PGA of America's Career Services Department as described below.
- **Resume deadline is September 6, 2022, at 5:00 PM Central Time**
- *Combine your cover letter, resume, references, and any supporting documents into one (1) PDF document with the following file naming convention: **Last Name, First Name, HCC General Management***
- Please address all correspondence to - **Mr. Zach Stivrins, Vice President**

Please use the following Link for Document Submissions

<https://sites.google.com/pgahq.com/hillcrest-cc-general-manager/home>

Contact us for more Information

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