Oakwood Country Club

9800 Grandview Road

Kansas City, MO 64137

Oakwood Country Club is under energetic new ownership and is undergoing a breathtaking modern transformation as it prepares to greet its 140th year. This luxurious venue features a sophisticated design with expansive windows overlooking the sprawling hills of the golf course and pool.  Our tenured Executive Chef and Pastry Chef create an elegant dining experience in a unique, one-of-kind setting.

The course is open and playable year-round. We are proud of our FAST GOLF with NO TEE TIMES on our Tom Bendalow championship course that boasts one of the most unique designs in the region which includes no homes on property.

Position is available after March 1st, 2021. The Club has great Heads of Department already in place. The current General Manager is retiring from operations but will remain on in a different capacity (primarily focusing on membership) with the Club and to assist with a smooth transition and finalization of the multi-million dollar capital improvement project with the incoming General Manager.

* Age of the Club – 140 years
* 275 Members
* $3,100,000 Gross Dollar Volume
  + $1,100,000 Annual F&B Sales
* 18-hole golf course, par 72, originally designed by Tom Bendalow
  + Re-designed and extensively renovated in 2020 & 2021
  + New short game and putting area
  + Construction of new driving range and six-hole short course to begin in June of 2021.
* Clubhouse offers:
  + Ballroom and other banquet rooms that seat up 300.
  + Two-member dining rooms (with a new sports bar currently under construction)
  + Outdoor dining
* Olympic size and children’s pools with large deck.
* Construction of new fitness center begins March of 2021
* Construction of eight pickleball courts to begin in April of 2021
* Private lake for fishing and kayaking
* Hiking trails
* No houses
* Club is open six days per week, 11 months out of the year. The a la carte dining hours do fluctuate throughout the year.

OUR VISION -To be recognized as the premier golf course in Kansas City, in addition to offering the finest amenities, while nurturing a culture of inclusiveness to all who join.

OUR MISSION - Oakwood is a private, family-oriented country club offering the finest services, outstanding golf experience and social activities to our members and their guests. Founded in 1881, we are committed to family values, new friendships and respecting our past while keeping our vision looking towards the future in a fiscally responsible manner.

Oakwood General Manager Overview:

The General Manager (GM) will be reporting directly to the Majority Owner and Executive Committee (Ownership Group). GM adheres to the policy, philosophy and club culture as determined by the Executive Committee and the Club’s bylaws. The GM is empowered to deliver a consistently first-class level products and member services, security, maintenance, and preservation of Club assets. Within authority granted by the Majority Owner, the GM represents the Club to the community. The GM is responsible for and has the authority to employ and/or discharge all Club employees. GM is responsible for the activities of all department heads, and through them, their personnel. The GM is the only Management Person to report directly to the Majority Owner. All other personnel report either directly to the GM or indirectly to the GM through their respective department supervisor. The GM will work closely with the committees and department heads. It is expected that the GM will work with and communicate with the Majority Owner on a day to day basis via email, phone calls, text, etc.

The Executive Committee will exercise its oversight and fiduciary responsibilities by empowering the GM to manage the day-to-day business of the Club, and by formally evaluating the GM’s on-the-job performance no less often than annually. Evaluation will be based on this job description. This will include expectations and criteria for re-evaluation and will be signed by the Executive Committee and GM. All signed reviews will be entered into the GM’s personnel file, which will remain on Club property.

**REPORTING RELATIONSHIPS, RESPONSIBILITIES & AUTHORITY**

**A. PRESIDENT, BOARD OF DIRECTORS AND COMMITTEE CHAIRS**

1. Implement policies and directives of the Executive Committee.

2. Assist the Club’s leadership by providing the following, (but not limited to): Revising the Club’s mission statement; Membership recruitment and retention strategies; Club activity/social ideas; and recommending objective and subsequent action plans requiring Executive Committee action.

3. Keep the Executive Committee (and other committees) advised on current issues which may impact Oakwood CC specifically, and the club industry in general.

4. Report professionally and in a businesslike manner at Executive meetings.

5. Meet with and communicate routinely with the Majority Owner.

6. Participate or provide a staff delegate to all Club committee meetings, minimizing redundancy, ensuring continuity and adherence to Club policies.

7. Coordinate inter-committee and intra-Club activities, alerting chairs to potential conflicts.

8. Assist committees in generating programs to further the purpose and the mission of the Club.

9. Review and append employment records and documentation.

10. Strive for a consistent level of polite elegance throughout the Club.

11. Evaluate, solidify, and improve, as necessary, the Club’s strengths, opportunities, and weaknesses.

12. Securely maintain official documents and records.

13. Provide supporting research on issues the Executive Committee will consider.

14. Design staff job descriptions and recruit, train and evaluate all staff based on said job descriptions.

15. Sign checks in payment for goods and services within established guidelines.

16. Provide the Majority Owner and Executive Committee – with individual department head input – operating and capital budgets and forecasts by department as well as the entire Club.

17. Keep the Majority Owner and Executive Committee advised of anything for which they may need to be prepared.

18. Avoid surprising directors and officers with either good or bad news.

**B. MEMBERS**

1. Be available, accessible, and responsive to members.

2. Recognize members and staff by name, anticipate their needs and wishes, and impart this memorization skill and responsibility to all personnel.

3. Deploy Club assets, including personnel, for maximum return, member comfort, satisfaction, and safety.

4. Encourage, solicit involvement, and help develop those members who have demonstrated commitment to the Club through their leadership skills, (to potentially serve on a committee and/or Board.)

5. Be visible but not intrusive.

6. Express sincere interest in member and staff suggestions, acting promptly on their comments and constructive feedback; sharing praise as appropriate and providing responses in a responsible fashion.

**C. FACILITIES**

1. Maintain buildings and grounds consistent with applicable regulations, codes, and restrictive covenants. Ensuring safety, cleanliness, orderliness, aesthetics, and preservation of asset value.

2. Ensure maintenance and repairs are performed on a timely basis.

3. Solicit competitive bids, select contractors and vendors, (except for major capital construction when an officer must sign contract documents.)

4. Alert Majority Owner and Executive Committee and appropriate chair of any anticipated cost overrun, budget or schedule variance.

5. Cooperate in the evaluation of capital requirements as the primary on-site management representative – responsible for the completion of renovations and/or repairs.

6. Safeguard Executive Committee’s (Ownership Group) integrity by alerting them to possible conflicts of interest with member vendors.

7. Prioritize and advocate facility and service improvements, judged to be in the best interest of the Club.

**D. PERSONNEL**

1. Achieve high level of morale, loyalty, skill, and professionalism towards members’ needs.

2. Recruit pleasant, positive personnel.

3. Review and evaluate management structure. Recruit and empower a skilled management team, professionally responsible for: Golf; Tennis; Aquatics; Grounds & Greens; Security; Food & Beverage, Social Media, and Business Office Management.

4. Exercise full authority for recruiting, training, empowering, evaluating and retention of all personnel. When immediate action is necessary, the GM must document and support both the required action and subsequent follow-through.

5. Maintain an appropriate service/product level – consistent with members’ taste and budget, delivered by an energetic, skilled service staff and culinary team.

6. Coordinate the labor of all department heads AND, as needed, their respective personnel.

7. Ensure that all human resource hiring, and employment activities follow Federal, State, County and City laws. Train departments heads in maintaining adequate and appropriate documentation.

8. Develop, support, and ensure compliance with effective communication mechanisms, so that members and staff may comfortably communicate through proper channels.

9. Ensure that staff time, which is compensated for by the Club, is efficiently deployed in the actual service of the Club.

10. Willingly fill-in temporarily for any department head and perform that employee’s job as needed to assure the continued smooth operations of the Club.

11. Establish fair and equitable wage and salary standards, such that the Club my attract and retain quality personnel at competitive rates and benefits.

12. Conduct formal performance reviews, at least annually, of all Club personnel.

13. Promote internal communication, coordination and esprit de corps through recognition, staff and management meetings, and routine staff correspondence.

14. Design an organizational structure and update job descriptions, employee manuals and personnel policies.

15. Maintain a safe environment, free of illegal activities, hazards, controlled substances, and harassment.

16. Encourage continuing education and professional development of staff.

17. Administer effective training programs, geared towards succession from within.

18. Educate and ensure compliance with rule and laws regarding alcoholic beverage service.

19. Share credit with staff, acknowledging their contributions, and accept responsibilities for shortcomings.

**E. GENERAL OPERATIONS**

1. Establish and monitor, consistent with Majority Owner and Executive Committee’s policy, bylaws and philosophies, including: Directives; Strategies; Quality control programs; Systems and procedures; Rules and regulations; Work schedules and assignments; Operations manuals; Training programs and internal controls.

2. Ensure appropriate safety procedures are in place for staff, members, and guests to effectively cope with emergencies, such as illness, fire, flood, drowning, choking, injury, and breach of security. The GM is responsible for training to respond to such a contingency.

3. Adhere to federal guidelines for the operation of a For Profit corporation, and the state guidelines for the operation of a private country club.

4. Oversee production of an effective Club newsletter, serving as both a communications tool.

\*\*\*Maintain and ensure compliance with all applicable laws, such as those regarding discrimination, sexual harassment, ADA, Wage &amp; Hour, IRS, EEOC, State of Missouri alcoholic beverage requirements, OSHA, licensing, and EPA.

**F. FINANCES**

1. Prepare with department head input, and approved by the Majority Owner and Executive Committee, annual operating, and capital budgets. Provide documentation to support conclusions and recommendations. Be prepared to outline conclusions to the above

2. Advocate before the Majority Owner for those capital expenditures that are judged by the GM to be in the best interest of the Club in general, and not specifically for a particular department.

3. Produce, via an outsourced accounting firm, and present relevant comprehensive financial reports, accompanied with an Executive summary to the Executive Committee, including: Monthly revenue/expense statements versus budget and prior year; Balance sheet; Cash flow analysis; Membership and statistical data in preparation for their presentation.

4. Attend Executive Committee meetings, prepared to account for and/or explain variances to budget.

5. Establish cost/price/schedule standards to meet member expectation, while remaining fiscally responsible to the entire Club membership

6. Coordinate, balance and – if necessary – adjust the capital and operating needs of all departments.

7. Ensure proper and prudent care and preservation of Club funds and other assets.

8. Maintain and monitor all Club bank accounts, including any investment funds and/or money markets.

9. Monitor and ensure compliance with the proper execution of all contract documents.

10. Ensure the timely filing of all governmental reports.

11. At the discretion of the Executive Committee, arrange for an annual review or audit of the Club’s financial position.

Please send resumes to:

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No phone calls please