

CLUB DETAILS

Burning Tree Country Club

120 Perkins Road
Greenwich, Ct 06830

This club uses CMAA's General Manager/Chief Operating Officer Concept.

| Age of Club | Number of Members | Average Age of Members | Club Ownership |
|---------------------|--------------------|------------------------|-----------------------|
| 56 | 478 | 58 | Member-Owned |
| Gross Dollar Volume | Annual Dues Volume | Annual Food Sales | Annual Beverage Sales |
| \$9,000,000.00 | \$5,400,000.00 | \$1,750,000.00 | \$750,000.00 |

Golf Facilities

- 18 hole course, par 72, Designed by Hal Purdy, Redesigned in 2017 by Tripp Davis
- 18,000 rounds per year

Tennis Facilities

- 2 outdoor lighted Hard courts
- 5 outdoor lighted Clay courts
- New Tennis Bubble for winter play on hard courts

Swimming Facilities

- 2 Outdoor pools.
 - Eight lane pool with one and three meter diving boards
 - Baby pool

Dining Facilities

- 1 Grille Room seats 90
- 1 Ballroom seats 250. Can be divided into three separate function or dining spaces
- Large Outdoor Patio for Summer Dining with Patio Kitchen seats 350
- 1 Lounge/Bar seats 50

Special Club Features

Burning Tree Country Club is located in Greenwich, CT and 30 minutes from New York City. The club is first and foremost a Country Club that places great importance on the creation of an open and family oriented environment. The club has a very vibrant and diverse membership with over 475 members who enjoy an 18-hole championship golf course, 7 lighted tennis courts, 3 platform tennis courts, 8 lane swimming pool with one and three meter diving boards and a recently renovated

picturesque clubhouse with multiple dining venues. The golf course, clubhouse and tennis complex have recently completed an extensive \$13 Million renovation. The Club is very active and the strong membership utilizes the Club extensively in the summer months. Additionally, the Club has a very strong and tenured management team in place as well as very low hourly staff turnover. Food and beverage revenue is \$2.6M and the operating budget is \$9M. The club is open 10 ½ months a year, 6 days per week in season and 4 days per week out of season.

Burning Tree Country Club Website: www.burningtreec.org

JOB DETAILS

Date Posted

6/28/2018

Job Title

General Manager/COO

Brief Job Description

Burning Tree Country Club is seeking a General Manager / Chief Operating Officer with a successful history of leading teams in providing a family friendly and contemporary country club experience. The successful candidate will be a focused, detail oriented, team leader with a passion for gracious hospitality.

Job Summary

Serves as the Chief Operating Officer of the Club; manages all aspects of the Club including its activities and the relationships between the Club and its Board of Directors, members, guests, employees, community, government and industry. Coordinates and administers the Club's policies as defined by its Board of Directors. Develops operating policies and procedures and 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. Secures and protects the Club's assets, including facilities and equipment. The General Manager reports to the President of the Board of Governors.

This position represents an exciting and challenging opportunity for a dynamic, self-motivated executive who has a thorough understanding of the Hospitality and Service Industry to assist in the growth of a well-established and proven private club. This is a position of high visibility and certainly one that will contribute to the continued growth and success of Burning Tree.

The successful candidate will enjoy an environment that is both highly challenging as well as intellectually stimulating, while experiencing personal and professional growth within this dynamic Club and the exceptional Greenwich Community.

Job Duties

1. Implements general policies established by the Board of Governors; directs their administration and execution.
2. Plans, develops and approves specific operational policies, programs, procedures, methods, rules and regulations in concert with general policies.
3. Coordinates the development of the Club's long range and annual (business) plans.
4. Develops, maintains and administers a sound organizational plan; initiates improvements as necessary.

5. Establishes a basic personnel policy; initiates and monitors policies relating to personnel actions and training and professional development programs.
6. Maintains membership with the Club Managers Association of America and other professional associations. Attends conferences, workshops and meetings to keep abreast of current information and developments in the field.
7. Coordinates development of operating, cash and capital budgets according to the applicable budget calendars; monitors monthly budget and other financial statements; takes effective corrective action as required; approves vouchers before payment; prepares and makes financial reports to Finance Committee and Board of Directors.
8. Coordinates and serves as ex-officio member of Club committees.
9. Welcomes new Club members; "meets and greets" all Club members as practical during their visits to the Club.
10. Provides advice and recommendations to the President and committees about construction, alterations, maintenance, materials, supplies, equipment and services not provided in approved plans and/or budgets.
11. Consistently assures that the Club is operated in accordance with all applicable local, state and federal laws.
12. Oversees the care and maintenance of all the Club's physical assets and facilities.
13. Coordinates the marketing and membership relations programs to promote the Club's services and facilities to potential and present members.
14. Ensures the highest standards for food, beverage, sports and recreation, entertainment and other Club services.
15. Establishes and monitors compliance with purchasing policies and procedure; reviews and approves purchasing procedures and requirements.
16. Reviews and initiates programs to provide members with a variety of popular events.
17. Manages cash flow and establishes controls to safeguard funds.
18. Works with subordinate department heads to schedule, supervise and direct the work of all Club employees; confers with them about personnel-related matters including compensation, job changes, performance evaluation, etc.
19. Attends meetings of the Club's Board of Governors.
20. Reports member infractions to the Board for necessary action.
21. Properly manages all aspects of the Club's activities to ensure and maintain the quality of products and services provided by the Club.
22. Serves as liaison between all management staff and Board.
23. Coordinates inter-and intra-committee activities.
24. Writes policy and rule directives and/or approves those written by Department Heads.
25. Has ultimate authority over inter-departmental matters and implements policies concerning employee-employer relations.
26. Develops, maintains and disseminates a basic management philosophy to guide all Club personnel toward optimal operating results, employee morale and member satisfaction.
27. Prepares reports and other support material for committee and Board use.
28. Negotiates and recommends Board approval for contracts.
29. Provides for and manages use of the equipment, space and materials.
30. Establishes and approves workloads, work methods and performance standards.
31. Maintains relations with police, fire and other governmental agencies.

32. Directs purchase, receiving, storage, issuing, and preparation and control of all products, supplies and equipment.
33. Coordinates, as necessary, all permits and arrangements for public junctions and social gatherings, including seating according to protocol and special courtesies extended to members and guests.
34. Ensures proper cleanliness and sanitation of all Club facilities and environments.
35. Performs competitive analyses on Clubs and other businesses providing member alternatives through personal observations and historical reports.
36. Handles emergencies such as fires, accidents and breaches of security or house rules promptly. Emphasizes prevention through training, inspection and preventive enforcement.
37. Convenes and presides over meetings with Departmental Managers; conducts all-facility personnel meetings.
38. Gives direction to and works closely with vendors, outside contractors, firms and individuals providing services to the Club.
39. Directs the writing and publishing of the Club newsletter and plans for intra-club public relations.
40. Performs other duties as needed by the President or Board of Governors.

Candidate Qualifications

Qualifications

- Strong personal qualities of worth, confidence, integrity, credibility, energy, commitment and humor
- Proven and verifiable leadership qualities with a demonstrated ability to direct, coordinate and control all aspects of a busy, full service country club.
- Excellent written and oral skills are essential along with a high level of interpersonal skills with the ability to communicate on several levels.
- Initiative, creativity and self-motivation as well as discipline
- Ability to motivate others and manage financial and human resources effectively and responsibly to achieve established goals and objectives
- High level of professionalism and integrity as befitting a member of management
- Must be able to exercise good judgment under pressure
- Due to the cyclical nature of the hospitality industry, will be required to work varying schedules to reflect the business needs of the club, to include evenings, weekends and holidays.
- Able to operate standard office equipment including computer; must be highly proficient in Microsoft Office, including Excel, Word and Outlook.

Educational Requirements

- A minimum of 7-10 years of progressive leadership/management experience in a premier level private country club or leading hospitality operation outside of the club industry in a similar hospitality operation.
- A Certified Club Manager with Bachelor's degree in Hospitality is preferred.

Date Position Available

9/4/2018

Compensation

Salary is commensurate with qualifications and experience. The club offers an excellent benefit and bonus package, including comprehensive insurance coverage, 401k, CMAA national and local membership dues and opportunities for professional development.

Please send resumes to:

Burning Tree GM Search Committee Chair
Burning Tree Country Club
120 Perkins Road
Greenwich, CT 06830
Employment@burningtrecc.org