

POSITION SPECIFICATIONS

The Colony Golf and Country Club Bonita Springs, Florida General Manager

The Colony Golf and Country Club is a private, member owned Club offering Golf, Tennis, Pool Recreation Facilities, Fitness and Dining services to its 480+ members and guests. Opened in 2000, it has a revenue base of approximately \$9M and has 80+ employees. Location is in an exclusive setting within The Colony, a gated residential community located in Bonita Springs, Florida. **Golf Course:** the 18 hole golf course is a Jerry Pate designed course with a capped membership number of 275 golf members, supplemented by 215 sports members.

Members may reserve their tee times 8 days in advance (no Chelsea system) and enjoy golf as it was meant to be, in the company of friends and neighbors.

Tennis: With 6 immaculately groomed Har-Tru tennis courts, and led by two USPTA Certified Tennis Professionals, a daily variety of men's and women's tennis programs are available. **Fitness:** the Club's fitness center is accessible to members by key-fob entry 6am-9pm daily. Personal trainers are available to help members achieve their wellness goals, through a variety of group classes.

Poolside: the 60 foot resort style pool offers a quiet, relaxing place to soak up the sun with food and drink services available at pool side. Nearby, two spa service rooms on site, with spa professionals, offer members opportunities to experience our soothing oasis and indulge in the essence of paradise. **Dining:** the Dining Room, Grill Room and Terrace offer spectacular views of the 18th hole and lake fountain for relaxing dining experiences in a beautiful setting. In addition to exquisite daily dining and beverage services, the Club offers many related activities including music nights, monthly dinner dances, concerts on the green, holiday events, and more...all to provide high quality services without ever needing to look outside the Club for socializing and/or other fun activities.

Situated in a highly desired location just east of Estero Bay in north Bonita Springs, the Club is recognized as a high quality, boutique-style, in-season facility offering the complete array of club amenities. Members enjoy country club living the way it ought to be, in the company of friends and neighbors, with a high level of personal service in a quality setting.

TO APPLY

Please send resume and letter of interest to Mr. Pete Lemke, Member of the Search Committee at plemke@me.com . For more information, feel free to access the Club's website at: thecolonygolfcc.com

RESPONSIBILITIES

The General Manager will report directly to the Board of Governors of the Club...a 7 member-only functioning body providing leadership and direction. The Club has a management contract with Troon, a world class golf and club management services firm....and incumbent will work closely with Troon to insure the highest quality member services continue to be provided.

Reporting to the GM will be: The Director of Operations; The Director of Golf; The Golf Course Superintendent; The Controller; The Food and Beverage Director; and the Executive Chef. Total staff at the Club approximates 80+ individuals.

The successful candidate will lead and direct all Club operations, devoting time and abilities to the operations of the Club and its facilities, within the framework of general policy and procedures as developed by the Board of Governors. The successful candidate shall plan, develop and approve all operational policies, programs, procedures and methods of operation in concert with the general policies and intentions of the Board of Governors. More specifically, the incumbent duties will include the following:

- 1) Coordinate and implement the Club's long range (strategic) and annual (short range) business plans;
- 2) Ensure the highest standards for food, beverage, sports and recreation, entertainment and other Club services.
- 3) Establish and insure adherence to basic personnel policies, and initiate and monitor policies relating to personnel actions, among which would include training and professional development programs.
- 4) Hiring, training, supervising (and as necessary terminating) all Club personnel in accordance with established personnel policies, compensation and benefit programs, and applicable local, state and federal laws;
- 5) Coordinate development of operating and capital budgets according to the budget calendar; monitor monthly and other financial statements for the Club; and take effective corrective action as required;
- 6) Analyze financial statements, manage cash flow and establish controls to safeguard funds. Review income and costs relative to goals; take corrective action as necessary.
- 7) Communicate effectively and successfully with Club members, committees, staff members, the Board of Governors, and the Colony/City/County at large, as necessary, to fulfill the goals and objectives of the Club as a whole
- 8) Insure the effective management of the comprehensive portfolio of Club assets, both tangible and intangible, including cash; clubhouse; golf course; equipment; furnishings; and the Club's employees/staff.

- 9) Coordinate the marketing and membership relations programs to promote the Club's services and facilities to current and future members.
- 10) While many other duties/activities could be enumerated here, let's summarize with: develop, maintain and disseminate a basic management/ leadership philosophy to guide all Club personnel toward optimal operating results, employee morale and member satisfaction.

The Top Three Objectives of the Board of Governors for 2025 are:

1. Develop a Strategic Plan for the Club's future.
2. Demonstrate significant improvement in the Member Experience.
3. Implementation of an enhanced Golf in Waiting program.

EDUCATION AND EXPERIENCE

Undergraduate degree with focus on business management, hospitality, sports or a related area. Professional, industry certifications helpful but not required.

Minimum 10-15 years of experience in the golf club membership arena, preferably private/exclusive in nature (but not mandatory)...including leadership of multiple functions (e.g. golf; food & beverage; membership services; etc), ideally leading two or more departments with multiple levels of management.

Must have specific experience in the Golf club world where a multiple of services/amenities existed...e.g. Food and Beverage; Pool and Spa services; Tennis; plus Golf.

Track record of success will include managerial experience, involving a GM profit and loss role...we will look for specific indications of leadership/administrative management abilities, along with evidence of strong interest in leading others.

An ideal combination would be a private golf country club offering high quality dining privileges to its membership.

INTERPERSONAL CHARACTERISTICS

Intellectual functioning above the norm as evidenced by a successful track record of people and functional leadership throughout his/her career.

High level of energy and drive, a results-oriented mindset and the ability to be self-motivated in order to operate independently in a highly conscientious and professional manner...i.e., a work ethic that supports “getting the job done” is a core value of our Club.

Must have a leadership style that is warm and empathetic but still objective and focused on results; a consensus builder at all times but a driver when required. This leadership position will require leading others by both direction and in non-directive ways and as such, established policies, procedures, systems, goals and objectives need to be followed (and/or developed/revised) for effective results.

Excellent verbal and written communications skills; must present a positive image and an enthusiastic personality style.

Highly organized and detail oriented with an ability to keep multiple projects among multiple amenities in focus and on-going at all times.

The successful candidate must possess a personal value system encompassing high personal integrity, a courtesy and respect for others, a “we” vs an “I” (or egotistical) personality, high ethical standards, and an empathetic style necessary for success.

Finally, and it goes without saying, knowledge of and an affinity for the world of golf and recreational activities is a must...we seek a candidate who is strongly oriented to our vision, the culture we are always building, and the needs and desires of our SW Florida resident members.

COMPENSATION AND BENEFITS

Compensation will be market based, corresponding to the experience level, credentials and the personal characteristics of the successful candidate. As the Club has a management contract with Troon, the incumbent will be an employee of Troon...and receive a full range of company benefits as provided by Troon. Benefits include health, dental and vision insurance; 401K with match; 3 weeks vacation after one year; and short and long term disability. As relocation may be necessary, a relocation package will be provided (exclusive of the purchase of a home).

NON-DISCRIMINATION

The Colony supports the principles and the philosophy of equal opportunity for all individuals regardless of age, race, gender, creed, national origin, disability, veteran status, or any other protected category pursuant to applicable federal, state or local laws.

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