



DESCRIPTION:

Located in Lee County, The Hideaway Country Club features eighteen holes of golf, a recently renovated clubhouse with areas dedicated to relaxation, fitness, dining, events, golf, card games and more. The Club at The Hideaway provides a place where Members and guests can gather, make new friends, and enjoy the comforts of Florida. The clubhouse was built and completed in 2018 and is the central hub for all things Hideaway. The main dining room which seats 225 offers a Pub atmosphere that offers dining at any style of service and a meeting place for the owners. The building offers breakout options for meetings, cards and other games. A fitness center is also available for members who choose to join. Other amenities include four Har-Tru tennis courts, a practice putting green, a short game area and hitting nets. The club is entering the beginning phase of a major golf course renovation which includes irrigation and turf.

ESSENTIAL FUNCTIONS:

The primary objective is for the General Manager to be the “face of the Club” to ensure that the goals and objectives set by the clubs POA Board of Directors are met specifically as they relate to meeting and exceeding Members’ expectations, financial management, team development and upholding the Club culture, reputation, and Member quality standards. The Manager will provide visionary leadership to the Club staff, provide performance summaries to Committees and Board Members monthly, participate in resident meetings and participate in any standing Committee meetings. The Manager will be visible and engaging with the membership during peak Member usage times. The Manager will also be visible to employees and foster an open-door TEAM culture while striving to be the “employer of choice” in the area.

QUALIFICATIONS:

The successful candidate will ensure that the Club is consistently striving to provide the “best in its class” service and programs provided to Members and their guests. Additionally, proven ability to effectively communicate with all constituencies is critical; as is the ability to lead the staff, clearly understand and explain financial performance, with verifiable strengths in food and beverage, membership satisfaction, and creative member & outside events.

1. Expense Management - establishing appropriate reporting and control procedures; operating efficiently while obtaining the best for the customers and staying within established budgets.
2. Human Resource Management -
 - a. Selecting qualified people; evaluating subordinates' performance; strengths and development needs; providing constructive feedback and taking appropriate and timely action with marginal or unsatisfactory performers. Also considers efforts to further the universal goal of equal employment opportunity.
 - b. Create Job Descriptions as needed and review and update Job Descriptions annually.
 - c. Conduct formal/ documented annual reviews with frequent informal reviews throughout the year.
3. Employee Development -
 - a. Develop a team atmosphere with all team members (direct reports) working toward the same vision, goals and performance objectives.
 - b. Mentor direct staff on how to perform their duties to achieving the vision of the Hideaway.



4. Communication -

- a. Provide relevant and timely information to management, subordinates and members. Report on a weekly basis or as often as needed to the Board.
- b. Measure and display your performance toward goals so staff and members know current status.

5. Leadership -

- a. Create a plan for accomplishing our vision which includes annual goals and action plans to accomplish those goals.
- b. Develop personal and staff objectives linked to performance reviews that achieve our annual goals.
- c. Adjust objectives based unexpected condition changes (hurricane, financial depression, etc.).
- d. Self-Development - continually improve yourself through training, learning from those around you and networking.

EDUCATION, EXPERIENCE, REQUIREMENTS:

- 4-year degree (Business and/or Hospitality degree preferred)
- Club Manager's Association of America (CCM) designation a plus
- Community Association Manager (CAM) license required
- 2 or more years of Private Club experience as a General Manager, Assistant General Manager, or Clubhouse Manager
- Verifiable background and experience in Food and Beverage (hiring, training, quality, and service)
- Verifiable success in membership satisfaction
- Outstanding staff development, communication, and training in all departments
- Conducts him/herself on and off Club property in a manner which reflects the integrity of the Club and the high personal standards expected of the Club staff.
- Maintains the highest standards of professional appearance, dress and personal conduct so as to command the respect of the Club membership, community, and the Club staff
- Must be pro-active, analytical, process driven, with a strong focus on understanding and exceeding the expectations of the customer.

PHYSICAL REQUIREMENT AND WORK ENVIRONMENT:

- Occasional bending, stooping, lifting, and pulling and lifting up to 40 pounds
- Frequent sitting, walking, and standing
- Continuous repetitive actions
- Professional appearance appropriate for premier club

REPORTS TO: Board of Directors

DIRECT REPORTS: Controller, Golf Course Superintendent, Executive Chef, F&B Manager, Head Golf Professional

POSITION TYPE: Salary Non-Exempt

Salary is commensurate with qualifications and experience and the club offers an excellent benefits package.

Qualified Applicants may submit their resume with attached cover letter and salary requirements to Kim Zabriskie, Controller at controller@thehideawaygolf.com. The club is located at 5670 Trailwinds Drive, Fort Myers, FL, 33907.