

General Manager

Avon Valley Golf and Country Club

Located a short distance from Windsor NS, the beginning of the beautiful Annapolis Valley the Avon Valley Golf and Country Club was established in 1971 following the closing of the former Windsor 9 hole course near Fort Edward. Play started in 1973 with a nine-hole layout although 12 holes had by then been completed. It has since grown to a challenging and very well groomed 18 hole course. Hilly terrain, fast and subtle greens and the occasional variable breezes always call for strategy to score well. Constant improvement over the years (a new hole in '95, the new Clubhouse in '07, a new practice area in '09 and much more) have enhanced the challenge and enjoyment of an already beautiful course. Avon Valley is noted for peak conditions, friendly staff and friendly members who make visitors feel welcome. We usually operate from about mid- April until late October or early November, depending on weather conditions.

The Opportunity

We are seeking an individual to lead our team in delivering professional, innovative service to our membership and promote a culture of excellence. The General Manager will bring a highly developed business sense and will create an efficient and effective workplace.

He or she will be responsible and accountable for the club and facilities, including its activities and relationships between members, guests, associates and the community. This individual will work with the department managers to ensure operating budgets and processes are achieved.

Reporting directly to the President and Board of Directors, the General Manager is responsible for daily operations to maximize member and guest satisfaction while maintaining strong financial performance.

Duties and responsibilities include:

- Work with the Board of Directors, to develop and monitor annual operating and capital budgets for each department, engage and mentor department managers while holding them accountable to achieve their budgets, goals and objectives and taking corrective action when necessary, to ensure the continued success of the club.
- Hire appropriate staff to ensure successful operation of the Club. Includes training and disciplinary actions as required
- Implement and ensure cost control procedures are consistently utilized
- Uphold Human Resources and personnel policies, ensuring that effective performance management strategies are utilized, and all policies and procedures are followed by staff, developing and revising as required
- Ensure effective operations create an enjoyable experience for members and guests.
- Generate various business and operating forecasts and statements
- Develop and implement marketing initiatives that will maximize potential revenues.
- Provide recommendations to the Board of Directors regarding facility & property improvements, enhancements and conveniences to improve the member experience.
- Develop new and innovative ways to stimulate member participation in Club activities, including special events and banquets
- Build member relationships by being visible at appropriate times, greeting members and guests and overseeing their participation in club activities, as well as participating in a variety of communication methods, including social media channels

- Develop and implement marketing strategies to attract new members, to secure tournaments, and promote banquet and meeting facilities
- Oversee the care and maintenance of all physical assets of the facility, ensuring preventative maintenance, safety, legislated compliances, sanitation and cleanliness standards of all facilities and external buildings are consistently met
- Join and participate in NSGA activities and other local golf organizations

Successful Candidate will Bring

- A high level of both communication and human resource management skills to easily work with both the Board of Directors and the Department Manager.
- Effective interpersonal communication skills in both written and verbal formats
- Proven success in a director/senior manager position
- A solid understanding of accounting procedures and financial statements; a solid understanding of Board Governance; a solid understanding of golf course etiquette and the environment.
- An entrepreneurial style combined with a background in all aspects of business management including business development, marketing, finance, information technology, human resources, risk management, and performance management.
- Be a highly visible leader with a friendly and outgoing personality and a strong professional demeanour
- Ability to stimulate and manage change to maximize buy-in to new initiatives
- A strategic thinker with strong business acumen with the ability to grow the business.
- A clear commitment to Member Services through an open and transparent customer/member approach acting as the Leading Host to all members and guests.
- Proven experience and success with active member recruitment and a thorough knowledge of member retention practices, or relevant experience in a hospitality or customer-centric industry

Interested candidates are invited to submit their resume and covering letter to Club Selection Committee Avon Valley Golf and Country Club. We thank all applicants in advance however only candidates selected for interviews will be contacted. Deadline is February 15, 2019.

Selection Committee 595 Falmouth Back Rd, Falmouth, NS B0P 1L0

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