



RCS Hospitality Group  
a new generation of hospitality management  
6412 Brandon Ave. #339 Springfield, VA 22150  
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Position Available:  
**GENERAL MANAGER**  
High Meadows Golf and Country Club  
Roaring Gap, NC

High Meadows Golf and Country Club, located in picturesque Roaring Gap, NC, is searching for a General Manager (GM). They seek a visionary leader to oversee the club's management and operations. This role offers the unique opportunity to steer the club towards continued excellence and innovation, ensuring the highest level of satisfaction for its members and guests.

#### POSITION OVERVIEW

The General Manager (GM) is a pivotal leadership role at High Meadows Golf and Country Club, overseeing all operational aspects of the Club. Reporting directly to the Club President and Board of Directors, the GM ensures the club's smooth operation, aligning with the strategic vision and maintaining the highest standards of quality and service. This role demands strategic insight, operational expertise, and a profound commitment to the club's ethos and members' satisfaction.

#### KEY RESPONSIBILITIES

- **Strategic Management:** Implement and monitor the club's strategic vision as defined by the Board of Directors. Manage all club activities, ensuring alignment with the club's mission and values.
- **Operational Excellence:** Develop operating policies and procedures, oversee budget implementation, and ensure high-quality products and services, aiming for maximum member and guest satisfaction.
- **Leadership:** Supervise a diverse team of senior staff.
- **Financial Oversight:** Manage the club's financial operations, including budget monitoring, cash flow management, and financial planning in consultation with the Controller.
- **Member Relations:** Develop and maintain positive relationships with members and guests, ensuring their needs and expectations are met or exceeded with a focus on increasing member referrals.
- **Regulatory Compliance:** Ensure the club operates in accordance with all applicable laws and regulations.
- **Facility Management:** Oversee the maintenance and enhancement of the club's physical assets and facilities.
- **Community Engagement:** Represent the club in the community, enhancing its prestige and fulfilling its public obligations.

#### JOB SUMMARY: ESSENTIAL FUNCTIONS

- Implements general policies established by the Board of Directors; directs their administration and execution.
- As a partner with the Governing Board to advance the club's mission, the GM discusses issues facing the club with the board and identifies actual or anticipated roadblocks to the club's success.
- Informs the Governing Board of trends, changing circumstances, and unexpected occurrences that could result in changes to the strategic plan.
- Reports member infractions to the Board for necessary action.
- Monitors long- and short-term objectives and financial reports and, in consultation with the Controller, prepares a financial plan for the club.
- Manages club cash flow and establishes controls to safeguard funds.
- Sets the standard for effective management and demonstrates a concern for the supervision and development of the staff.



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- Plans, develops and approves specific operational policies, programs, procedures, methods, rules, and regulations in concert with general policies.
- In conjunction with the Human Resources Director and department supervisors, establishes employee rules and regulations, work schedules, internal controls, and a performance appraisal system.
- Coordinates the development of the club's long-range and annual (business) plans to advance its mission.
- Develops, maintains, and administers a sound organizational plan and initiates improvements as necessary.
- Establishes a basic personnel policy; initiates and monitors policies relating to personnel actions and training and professional development programs.
- 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 the board of directors.
- Coordinates and serves as an *ex-officio* member of appropriate club committees.
- Welcomes new club members; "meets and greets" all club members as practical during their visits to the club. Develops ongoing dialogue and rapport with members through recognition, communication, and follow-through.
- Provides advice and recommendations to the club's President and committees about construction, alterations, maintenance, materials, supplies, equipment, and services not provided in approved plans or budgets.
- Consistently assures that the club is operated in accordance with all applicable local, state, and federal laws.
- Oversees the care and maintenance of all the club's physical assets and facilities.
- Coordinates the marketing and member-relations programs to promote the club's services and facilities to present and potential members.
- Ensures the highest standards for food, beverage, sports and recreation, entertainment, and other club services.
- Establishes and monitors compliance with purchasing policies and procedures; reviews and approves purchasing procedures and requirements.
- Reviews and initiates programs to provide members with various popular events.
- 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, and performance evaluation.
- Convenes and presides over meetings with department managers and conducts regular full-staff meetings.
- Attends meetings of the club's Executive Committee and Board of Directors.
- Participates in selected community activities to enhance the club's prestige and broadens the scope of the club's operation by fulfilling the club's public obligations as a participating community member.
- Properly manages all aspects of the club's activities to ensure and maintain the quality of products and services provided by the club.
- Serves as liaison between all management staff and the board.
- Coordinates inter- and intra-committee activities.
- Writes policy and rule directives or approves those written by department heads.
- Has ultimate authority over inter-departmental matters and implements policies concerning employee-employer relations.
- Develops, maintains, and disseminates a basic management philosophy to guide all club personnel toward optimal operating results, employee morale, and member satisfaction.
- Prepares reports and other support material for committee and board use.
- Negotiates and recommends board approval for contracts.
- Provides for and manages the use of the club's equipment, space, and materials.
- Establishes and approves workloads, work methods, and performance standards.



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- Maintains relations with police, fire, liquor control board, health department, and other governmental agencies.
- Directs purchasing, receiving, storing, issuing, preparing, and controlling all products, supplies, and equipment.
- Ensures proper cleanliness and sanitation of all club facilities and environments.
- Performs competitive analyses on clubs and other businesses, providing member alternatives through personal observations and historical reports.
- Oversees risk management programs to ensure adequate safety measures to protect members, employees, and club assets.
- Promptly and in person, handles emergencies such as fires, accidents, and breaches of security or house rules. Emphasizes prevention through training, inspection, and preventive enforcement.
- Secures and protects the club's assets, including intellectual property and brand equity, and enhances brand equity.
- Convenes and presides over meetings with departmental managers; conducts all-facility personnel meetings.
- Gives direction to and works closely with vendors, outside contractors, firms, and individuals providing services to the club.
- Directs the writing and publishing of the club newsletter and plans for intra-club public relations.
- Maintains relations with local, state, and national associations that promote the game of golf.
- Assists in recruiting new club memberships and retaining existing club members.
- Provides for the club's security, environs and members' belongings.
- Adheres to established board media policies.
- Performs other duties and functions as the club board may direct, consistent with this job description.

#### ESSENTIAL QUALIFICATIONS

- A bachelor's degree in hospitality management or a related field from a four-year college or university is preferred.
- Significant experience in a private club or hospitality management, including at least 5 years in a Clubhouse Manager or Assistant General Manager role with proven success with club governance.
- Proven track record of managing complex capital projects and working with volunteer committees.
- Certified Club Manager (CCM) designation is highly desirable.
- Current member of Club Management Association of America (CMAA).

#### REPORTS TO

- Club President and Board of Directors

#### DIRECT REPORTS

- Bar & Dining Room Manager
- Executive Chef
- Golf Course Superintendent
- Head Golf Pro
- Controller/HR
- Membership & Events Manager
- Administrative Assistant
- Roads & Facilities Manager
- Grille Manager



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#### COMPENSATION & BENEFITS

- Salary is offered at \$140,000-\$150,000 annually, commensurate with qualifications and experience.
- Relocation/transition housing allowance
- Performance bonus potential
- Retirement Plan
- Medical Insurance
- Dental & Vision Insurance
- Life Insurance and Long-Term Disability
- Vacation, Holiday Pay, and PTO

#### CLUB OVERVIEW

Nestled amidst the picturesque mountains of North Carolina, High Meadows Golf & Country Club beckons as a relaxing destination for individuals and families seeking a balance between work, leisure, and community connection.

Those living in the Roaring Gap area find themselves enveloped in a world of natural splendor and boundless opportunities for outdoor recreation. From invigorating hikes along scenic trails to leisurely picnics by pristine streams, Roaring Gap offers a wealth of experiences to create cherished memories and a strong sense of belonging. Beyond the stunning landscapes, it is a place where neighbors quickly become friends, and every day is brimming with camaraderie and warmth.

High Meadows Golf & Country Club enhances the members' experience with its refined leisure and diverse amenities. Designed by the renowned architect George Cobb, the club's golf course offers a thrilling challenge amidst sweeping scenic vistas. But High Meadows isn't just about golf—it's a rich assortment of experiences tailored to suit every taste. From invigorating tennis and pickleball games to serene fishing expeditions and leisurely dips in the pool, there's something for everyone, regardless of economic background.

High Meadows Golf & Country Club is where the mountains meet the heart, and every day is an opportunity to create lasting connections and unforgettable experiences.

#### CLUB DETAILS

- \$1.6M Total Gross Revenues
- \$1.5M Total Dues Revenue
- \$540,000 Total F&B Revenue
- 20 Full-Time Employees, 22 Part-Time Employees
- Amenities: golf, dining, tennis, pickleball, fitness center, outdoor pool, walking trail, stocked fishing pond
- 9 Board members
- 10 Standing Committees: Finance; Personnel, Bylaws, & Policy; Golf & Athletics; Green; Building, Grounds, Roads & Security; Food & Beverage; Membership; Social; Architectural Review Committee
- Website: <https://www.highmeadowscountryclub.com/>

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