



## CAROLINAS CHAPTER

CLUB MANAGEMENT  
ASSOCIATION OF AMERICA

# CAROLINAS CHAPTER JOB OPENING

**CLUB** Cabarrus Country Club

**LOCATION** Concord, NC

**POSITION FOR HIRE** General Manager

### CLUB INFORMATION

Founded in 1927, Cabarrus Country Club was originally located where Carolinas Medical Center NorthEast and Carolina Mall in Concord currently occupy, moving to its present location and beginning new traditions in 1966.

Now, Cabarrus Country Club is a member-owned private golf and recreation club featuring a beautiful, walkable 18-Hole Championship George Cobb designed course. As Concord's only private Country Club, it is committed to offering the best in service and activities year round. Family members of all ages are welcome to participate in the many events carried out each year, continue the Club's long-standing traditions, and helping to create new ones. With an increasingly diverse membership population and a comprehensive capital improvement project underway, great things lie ahead. The Club's greatest asset though, and the one thing that will never change, is the warmth and friendliness of the members.

### POSITION SUMMARY & RESPONSIBILITIES

The Cabarrus Country Club is seeking a dynamic individual to lead our team as General Manager. This person will be the visible and accessible leader to both the Members and Staff alike. The General Manager will have the capacity to consistently guide all Club operations with keeping in mind the wishes and desires of the Board of Directors and the Membership. The General Manager supervise all department heads except the Golf Course Superintendent and will act as the leader, mentor, and liaison between the Department Heads and their respective Committees.

#### Keys to Success:

- **Budget Management & Growth** - Increase club revenues while ensuring expenses are in line with industry standards for peer facilities
- **Operations Management & Growth** - Evaluate club operations to maximize revenues and ensure consistent Member Service
- **Team Leadership** - Develop understanding of Board & Member expectations and work proactively to develop a vision and plans for both short and long-term success
- **Member Service** - Develop a culture of excellence that permeates from the staff to the members
- **People Management** - Mentor, develop and empower staff through training, supervision, & evaluation

- **Membership Growth** - Work diligently to attract new and diverse members while retaining current members
- **Capital Planning** - Knowledge and experience in developing and funding a capital plan

**Specific Duties** (*including, but not limited to the following*):

- Strengthens the Cabarrus Country Club brand as a family oriented country club with top level standards for service excellence.
- Effectively communicates the club's vision, goals, and objectives to the staff. Inspires and empowers them to deliver excellence while achieving the planned outcomes.
- Serves as the model for the club's standards for service, innovation, and teamwork.
- Communicates clearly and effectively to all levels of the Board, Membership, and Staff.
- Creates an atmosphere of excellence within the Club – establishing high level of expectations and enabling the team to deliver on those expectations.
- Provides a level of executive and leadership presence that instills confidence in the employees, the Cabarrus team and its members.
- Provides effective support to the management team to ensure quality operations both qualitatively and fiscally.
- Facilitates organizational change initiatives; leads and supports staff to improve the performance of the Club. Facilitates development and achievement of professional and personal goals for self and staff.
- Effectively recruits, orients, develops, and retains a talented and diverse workforce.
- Establishes service expectations and ensures that those service expectations are met daily.
- Creates active performance feedback procedures to assure employees receive the continuous training needed to perform and improve.
- Proactively addresses performance issues when needed and administers policies, decisions, and disciplinary actions with consistency.
- Guides the financial management of the organization. Aligns department goals and resources to meet the performance and financial objectives of the Club.
- Helps the Board, Department Heads, Employees, and Members understand the drivers of the Club's financial success.
- Deliver financial reports to the Board of Directors in a timely manner.

## **QUALIFICATIONS & KEY CHARACTERISTICS**

The General Manager will be the consummate professional; well versed in all facets of Club administration. He/she will have a strong working knowledge with the following skills and attributes:

- A minimum of Three years as a General Manager, Assistant General Manager, or Clubhouse Manager in a comparable country club setting.
- Candidates will have a working knowledge of all facets of club operations with strong emphasis on:
- Financial management, business development, management of complex capital projects.
- Membership growth, retention, and engagement.

- Vision and strategic planning.
- Team building and mentoring.
- Marketing and branding experience.
- A career path marked with a logical progression of title and responsibility, stability of tenure and accomplishment.
- The ability to function in a Committee oriented environment; to respond to the ideas and energies of the Club's Standing Committees. The ability to deal with a variety of personalities.
- Proven and verifiable leadership qualities with demonstrated ability to direct, coordinate and control all facets of unique and diverse club environment comprised of varying member demographics and diverse wants and needs.
- Exceptionally strong communication and facilitation skills, both written and verbal, with the desire and ability to interact effectively with all factions of members.
- The ability to operate with an entrepreneurial, creative, and innovative mindset.

## COMPENSATION & BENEFITS

- Cabarrus Country Club will offer a compensation package to consist of a base salary with additional bonus potential
- The Club, along with typical senior staff benefits, offers an excellent benefits package

## CLUB WEBSITE

[www.cabarruscc.org](http://www.cabarruscc.org)

## HOW TO APPLY

- *The application deadline is May 27, 2022.*
- Combine your cover letter, resume and any additional materials into one (1) PDF file and attach the document below. **Please use the following file naming convention:** *"Last Name, First Name, Cabarrus CC General Manager"*

[Click here to submit your application.](#)