

CANDIDATE PROFILE

General Manager
Congress Lake Club
Hartville, OH

www.congresslakeclub.com

Video Profile Feature



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Organizational Overview

Nestled between Akron and Canton, the Village of Hartville is a great place to live, work, and raise a family! Surrounded by farms and rural greenery, Hartville is a thriving small-town community with outstanding schools, places of worship, excellent safety forces, and a variety of recreational opportunities. The residents of Hartville have a strong sense of pride in a variety of civic endeavors that benefit the community.

While many private clubs claim to be family-friendly, Congress Lake Club is, without a doubt, family-focused. The Club's beautiful lake and resort style amenities make members feel like they are on a family vacation every time they drive through the gates. On any given day in the summer multiple generations of families can be witnessed sharing time and making lifelong memories.

The Club operates with the following shared principles and believes:

- Core Values
- To protect and preserve the golf course and lake
- A firm commitment to a family-centric Culture
- Emphasizing friendship, fun, and camaraderie in an unpretentious setting
- Maintaining a casual atmosphere with appropriate rules
- Having a healthy respect for the history of the Club
- Committed to providing excellent staff and service to members
- Responsible and responsive Club leadership and management
- Mission Statement: The Congress Lake Club is a private country club dedicated to providing its members, their families and guests with a unique golfing, social and recreational experience with outstanding, personalized services and excellent golf, tennis, boating, and fishing facilities in a beautiful lake setting unmatched in Northeast Ohio.

- Vision Statement: Congress Lake Club provides its members with a relaxed, unpretentious lifestyle in a resort-like setting unlike any other in the region. It typifies the grandeur of traditional country clubs, but it is extremely relevant to the lifestyle of today's members. Our family-first approach, endless amenities, and personalized service make Congress Lake the envy of other private clubs throughout Ohio. The Club is fiscally sound and offers a very attractive value proposition. The friendly, well-trained, and capable staff is a highly valued asset. The members take great pride in the Club's rich history and current well-being, contributing their time, talents, and financial resources as needed to support and improve the Club.

Congress Lake Club by the numbers:

- 370 members
- \$6.8M gross volume with \$3M of that from member dues
- The Club is a member-owned 501c7 organization
- 11,000 annual golf rounds played
- Food & Beverage annual sales of \$1.5M
- 900-acre property with 220 of those acres the Lake
- 150 employees in season, 80 off season
- Nine Board members serving three-year terms, President serves two one-year terms
- A strategic plan is in place
- Club accounting system and POS is Jonas

Club Life

Families are important, but so is golf. The Congress Lake Club was founded as a golf club and is as committed to the game as it was when Donald Ross was hired to rebuild the course in 1926. The championship-style layout with impeccable course conditions is rated in the state's top 20 private courses.

The centerpiece of the Club is its member-owned 1.5-mile long, 200-acre spring-fed lake. One of the largest natural lakes in the state. Members enjoy kayaking, sailing, fishing, and pleasure boating plus spectacular views from the Clubhouse. Docks are provided for fishing boats, pontoon boats, and kayaks.

Club members are treated to a dining experience that is distinctively different from any other eatery in the region. In addition to serving delicious food, everybody knows your name here at the Club. Our professional staff is committed to personalizing every member's dining experience and ensuring that it is exceptional. The comfort and camaraderie of the round bar in the Tavern is the meeting place of the Club, only surpassed by our expansive patio with picturesque views of the lake. Congress Lake's ballroom and banquet facilities offer a luxurious and sophisticated venue for holding the perfect wedding, that special once in a lifetime event, or any business or professional meeting.

The Club's 200,000-gallon, heat-controlled, U-shaped Pool overlooking the lake features one of the area's few remaining diving wells with two diving boards. The Club's swimming team competes regularly with other nearby clubs, and our skilled swimming instructors provide group and private lessons for children of all ages. Congress Lake provides members with top quality private racquet facilities and outstanding instructional opportunities for tennis, pickleball, and platform tennis. Play on two hard court surfaces and four seasonal clay courts - both hard courts are lit using premium brightness to allow and encourage evening play. Congress Lake boasts one of the few platform tennis facilities in the region. This fast-paced winter sport is the Club's fastest growing activity with two lighted courts and an attached Warming House with seating to warm up or cool down after.

Congress Lake Club values its youngest members, too. Congress Lake is truly family-focused with activities and events happening year-round. There is something for everyone of all ages. The Club employs a full-time, year-round Youth Social Director and offers a robust program of diverse activities for both girls and boys of all ages. New in 2023: A brand new Youth Facility permitting supervised childcare hours during the week and weekend.

[Please control click here for a short video.](#)

Position Summary

The General Manager (GM) is responsible for the proper management of all aspects of the Club's activities to ensure maximum member satisfaction; a sound financial operation compatible with the best interests of the members and their guests and club employees; the maintenance and improvement of the quality of Club services; and the security and protection of Club assets and facilities. The GM reports to the Club President of the Board of Directors, administers all policies established by the Board and is accountable to the Board for the administration of the Club.

Responsibilities

- Adheres to the Club's Mission and Vision statements.
- Ensures the highest standards for sports and recreation, food, beverage, entertainment, and other services within the budgetary boundaries established by the board.
- Plans, promotes, and coordinates Club activities.
- Welcomes new members and "meets and greets" all members as practical.
- Enforces standard operating and financial control procedures for all club operations.
- Be a confident and diplomatic leader for the Club, setting the example with excellent appearance, communication skills, with the ability to retain and motivate their team.
- Maintains a professional image that represents the Congress Lake Club in and outside of the workplace.
- Prepares annual operating and capital budgets within the guidelines set by the Board of Directors; monitors these budgets and monthly financial statements; makes financial reports to the Board; approves purchases prior to payment; and takes corrective actions as necessary to help assure budget goals are attained.
- Manages cash flow by monitoring monthly labor, shrink, gross margin and inventory.
- Implements the policies established by the Board and directs their administration and execution.
- Establishes personnel policies; initiates and monitors policies relating to personnel actions, training, professional development, and formally evaluates the staff on a semi-annual basis.
- Hires, supervises, and delegates authority to a qualified staff of trained professionals to manage the departments throughout the Club.
- With consultation of the President, has the authority to dismiss staff including management.
- Ensures that staff is available to fully serve members while maintaining labor costs; checks labor reports on a weekly basis for adherence to posted schedules.
- Ensures that employee policies are enforced as set forth in the Employee Handbook.
- Schedules and runs regular management and staff meetings.
- Develops, maintains, and disseminates a basic management philosophy to guide all Club personnel towards optimal operating results, excellent employee morale and member satisfaction.

- Coordinates and serves as an ex-officio member of appropriate Club committees, attends their meetings, maintains minutes, and forwards recommendations to the Board of Directors.
- Markets the Club to existing and potential members.
- Consistently assures that the Club is operated in accordance with all applicable local, state, and federal laws.
- Oversees the care and maintenance of the Club's property, physical facilities, and assets.
- Works closely with and maintains relationships with vendors, outside contractors' firms and individuals providing services to the Club.
- Attend meetings of the Board of Directors and prepare reports and other support material for the meetings.
- Enforces membership rules and regulations and reports infractions to the Board.
- Assists in short- and long-range plans for improvements and strategic planning.
- Attending national and regional conferences and educational events with the approval of the Board to enhance the quality and image of the Club.
- Manages emergencies and acts as a spokesperson for the Club.
- Directs the writing of all newsletters, publications, websites, and correspondence.
- Adheres to all federal, state, and local laws pertaining to safety, health, and employment.
- Maintains professional association with the CMAA.

Other prime responsibilities include:

- Lake oversight including environmental management, Boathouse, marina, and fisheries.
- Residential leasehold management, road maintenance, wastewater treatment plant oversight.
- Responsibility for 80 hotel rooms.
- Dedicated Youth Facility and the youth program's racquet sports including six tennis courts, four pickleball courts, and two platform courts.

Measurable Execution

Member Responsiveness

- Be a confident and diplomatic spokesperson for the Club, fostering a climate of hospitality for all members and guests. Be visible, approachable, and available to both members and staff, engaged in all aspects of the Club.
- Ensure that relevant, up-to-date systems of communication technologies are being implemented for members and for staff with a goal of enhancing operational efficiency, security, and member service.
- Interact with members daily, actively soliciting member opinions and input on the Club's facilities and services to promote the Club. Visibility and accessibility to members are paramount. Respond to member complaints in a timely fashion and report significant issues to the President.
- Be knowledgeable of methods of gaining member feedback (survey, comment card) techniques to focus the Club on continuous improvement of services.
- Be the Club's industry leader bringing recommendations of industry leading standards to the Board of Governors, the Director of Finance, and Department Heads on a regular, on-going basis. Participates in local and national industry groups such as CMAA.

Financial Management and Controls

- Develop the Club's annual operating and capital budgets, in coordination with the Finance Chair, the Director of Finance, and all department heads.
- Operate the Club within the boundaries of approved budgets. Use accounting system executive dashboard to help guide decisions.
- Monitor the monthly financial performance of each department to ensure that controls are in place, variances are accurately explained, and emerging cost, margin, usage, and participation trends identified.
- Hold department heads accountable for meeting their annual budgets. Report monthly results to the Board.
- Establish and monitor Club compliance with all purchasing policies and procedures.

Staff Administration

- Continue to support and mentor the existing tenured staff, as well as new staff as they are added to the team.
- Emphasize a "member-first" culture that encourages member patronage and maximizes the use of the Club's facilities.
- Maintain a working environment that promotes exceptional service delivery and fosters supportive relationships among employees, managers, and the membership.
- Be a team-builder, develop professional staff, and create a succession action plan for critical roles.
- Mentor, train, and develop key staff to perform at the highest level possible.
- Ensure that strategic goals and operating objectives, developed in conjunction with the Board, are defined, communicated, understood by staff, implemented, and evaluated on a continuous basis.
- Set standards for recruitment, hiring, training, supervision, and the timely evaluation of the entire Club staff, with the active input and administration of direct reports.
- Administer compensation/benefits to direct reports within the constraints of the annual budget.

Operations

- Staff and maintain appropriate systems to facilitate the day-to-day administration of the organization as an efficiently operating high-end Club.
- Ensure that the Club operates in accordance with applicable local, state, and federal laws.

Strategic Planning and Marketing

- Monitor developing industry trends and incorporate best practices into operations.
- Supervise the Club's membership survey process, review results, and suggest improvements.
- Create and recommend new programs, initiatives, and marketing/sales programs to generate new memberships and to retain existing members.
- Develop and administer an evolving business marketing plan in conjunction with the Membership Committee to help retain and grow the membership as needed.
- Be the primary communicator of information at the Club and provide both verbal and written skills of exceptional quality.

Requirements

The General Manager will be the consummate professional, well versed in all facets of club administration. He or she will have the following skills and attributes.

A minimum of five years as a General Manager, Assistant General Manager, or Clubhouse Manager in a comparable private club setting. Candidates will have a working knowledge of all facets of private club operations with a strong emphasis on food and beverage, financial management, and team development. Candidates with prior experience in traditional, family-oriented clubs are preferred.

Attributes to include:

- An outgoing and friendly personality with a high potential to identify with and embrace the Club's culture.
- Leadership skills with the ability to motivate a veteran staff with a commitment to quality and excellence.
- Highly energetic; an initiative-taker with a “hands-on” approach to management.
- Excellent communication skills at all levels.
- A strong sense of service with proven staff development and training skills.
- Attention to detail with a sense of urgency.
- 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.
- The ability to see the big picture, but also to have a critical eye for detail.
- A career path marked with a logical progression of title and responsibility, stability of tenure and accomplishment.
- The reputation as an effective and visible leader; exhibiting maturity, a positive image and disposition and superior communication and “people” skills.
- The ability to attract, train, mentor, and retain a talented and cohesive staff; able to effectively manage a diverse staff of accomplished and dedicated professionals who have faithfully served the Club for many years.
- A Hospitality, Business Management, or related degree is preferred.
- The CCM designation is preferred.
- Impeccable and verifiable references. All candidates will be subject to a thorough background review and must have an excellent credit record.

Competitive Compensation & Benefits

- A base salary and annual performance bonus
- Family health insurance in accordance with Club policy
- Participation in the Club’s 401K plan
- A full CMAA package to include dues and education expenses; to be determined in each year’s operating budget
- Standard benefits
- Relocation assistance if needed


Professionals who meet or exceed the established criteria are encouraged to send a focused cover letter addressed to Mr. Rich Craig, President along with a current resume to:



Ned Welc

PRINCIPAL

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