

Candidate Profile

General Manager
Pinnacle Golf Club
Grove City, OH



Organization

The Pinnacle Golf Club is a rare combination of ingredients that add up to an extraordinary destination. The Club uniquely blends the traditions of fine old golf clubs, with new and innovative approaches. Built as a destination point for not only avid golfers who demand excellence, but also as a community gathering house, Pinnacle opens its doors with an old-fashioned friendliness and charm.

The beauty of Pinnacle creates an exquisite atmosphere that guests will remember for years to come. Magnificent chandeliers, breath-taking scenery, picturesque decor, and a warm atmosphere combine to form a stunning and gracious environment.

Pinnacle opened its doors in 2007 and is financially healthy and sound with a solid ownership group made up of two families with a clear strategic vision to carry it forward into the future. The vision of the ownership is to grow their company by providing a top rate membership and customer experience in all their offerings, from the renowned golf course (annual rounds of 22,000) to the recognized banquet facility and restaurant (\$3.2 million annual sales with \$1.4 million restaurant and \$1.8 million banquet). The Club's restaurant is open to the public. Total Club annual revenue is \$7 million.

The Pinnacle team is a strong asset and the development and success of them is essential. The Club's members are the business and social leaders of the greater Columbus area. The Club is open year-round and enjoys a full schedule of sports and social events for member families and their guests. Pinnacle is located in the City of Grove City, Franklin County, Ohio - a suburb of Columbus, the State Capital of Ohio. Grove City is a true family community with affordable housing, excellent schools, and rich cultural attractions.

Position Summary

Pinnacle is looking to bring in a leader with strong interpersonal skills and team integration to build on the current revenue growth and membership experience. The Pinnacle team is a strong, friendly team that has earned the trust and empowerment of the owners.

The new General Manager (GM) will have the opportunity to enhance the growth with new and reimagined events, continued execution of Pinnacle's current strengths, and day-to-day collaborative decision making with department heads.

Important skills include positive leadership, financial acumen, member relationship building skills, and strong organizational skills to integrate and lead key events and across our departments. Future company and team member growth is an essential part of the company and ownership vision as well.

The General Manager will need to be a visible and accessible leader to both the members and staff alike. The GM will guide all Club operations under the direction of ownership, and will act as the leader, mentor, and liaison between all department heads and ownership. He or she will be held accountable for all areas of the Club and will enable ownership to avoid the short-term focus that is the staff's responsibility, allowing the owners to focus on proper direction and governance.

The GM will directly supervise department heads and managers and, in turn, the work of their respective staffs. In coordination with department heads, the GM is responsible for the recruitment, hiring, training, supervision, and timely evaluation of all the Club's staff. Compensation and benefits are to be administered consistently and must fall within the guidelines as mandated by the annual budget and Club policy. The General Manager will directly, and through department heads, emphasize a "member first" service culture that ensures member patronage and maximizes the use of the Club's facilities. The General Manager is expected to "set the pace" for all employees and to actively promote a positive and safe work environment where teamwork and cooperation are emphasized.

- Responsibility for the financial guidance and reporting for all Club operations in accordance with acceptable accounting procedures. Such duties will involve the formulation of the Club's annual operating and capital budgets to be coordinated with the owners, the controller, and department heads. The General Manager will operate the Club in accordance with the approved budgets and with the controller report the Club's financial condition to ownership monthly.
- The active promotion of the Club to all members and their families. The General Manager is expected to interact with members daily; actively soliciting member opinions and input as to the Club's facilities and services. Visibility and accessibility are paramount. The General Manager will respond to member complaints in a timely fashion and report significant issues to the owners.
- The positive representation of the Club in the Columbus Community; assisting as needed in the recruitment, orientation, and retention of new and existing members.
- Other duties as requested by the Owners.

Direct reports include Head Golf Professional, Greens Superintendent, Executive Chef, Restaurant Manager, Banquets Manager, Facilities and Buildings Lead.

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 strategic planning. Candidates with prior experience in traditional, family-oriented clubs are preferred. Experience in privately-owned clubs is a plus.

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; a self-starter 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 privately owned club environment; to respond to the ideas and energies of the club's ownership. 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 compelling cover letter addressed to:

GSI Executive Search

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ned@gsiexecutivesearch.com
440-796-7922

This position is available immediately.