



EST. 1975

MT. MITCHELL RESORT

GENERAL MANAGER

✱ REPORTS TO

MT. MITCHELL RESORT OWNERSHIP GROUP

✱ SEND YOUR RESUME AND COVER LETTER TO

GUS.CAMILLE@MOUNTMITCHELLGOLF.COM

✱ JOB FUNCTION

OVERALL DAY TO DAY MANAGEMENT OF THE CLUB, INCLUDING GOLF OPERATIONS, GOLF COURSE MAINTENANCE, MEMBER/GUEST RELATIONS AND HOSPITALITY OPERATIONS. RESPONSIBLE FOR OVERSEEING THE MANAGEMENT TEAM AND SUPPORT STAFF TO ENSURE THE CLUB IS RUN IN A MANNER CONSISTENT WITH OWNERSHIP POLICIES, PRACTICES AND GOALS.

✱ ABOUT MOUNT MITCHELL RESORT

WELCOME TO OUR GORGEOUS CORNER OF THE WORLD, JUST TWO MILES OFF THE BLUE RIDGE PARKWAY AT THE BASE OF MOUNT MITCHELL, THE HIGHEST PEAK EAST OF THE MISSISSIPPI. MOUNT MITCHELL GOLF CLUB WAS DESIGNED IN 1972 BY FRED W. HAWTREE OF HAWTREE AND SON AND OPENED IN 1975 BY VERNE AND JIM FLOYD. THE FLOYD FAMILY ALONG WITH VARIOUS BUSINESS PARTNERS OPERATED THE COURSE UNTIL THE BEGINNING OF JANUARY 2023. ONCE RANKED IN THE TOP 100 PUBLIC COURSES IN THE NATION AND GIVEN A 4.5 STAR RATING BY GOLF DIGEST, MOUNT MITCHELL GOLF CLUB HAS BEEN THE GEM OF THE GREAT SMOKY MOUNTAINS FOR 49 YEARS. TAKEN OVER BY NEW OWNERSHIP GROUP 2323 LLC IN 2023, MOUNT MITCHELL GOLF CLUB STANDS ON THE BRINK OF A NEW ERA AS MOUNT MITCHELL RESORT. YEAR ONE WITH 2323 HAS SEEN A REVITALIZATION OF THE COURSE, CLUBHOUSE, RESTAURANT, EQUIPMENT AND PERSONNEL THROUGH CONTINUED DELIBERATE INVESTMENTS IN OUR FACILITY AND STAFF. THE GENERAL MANAGER OF MOUNT MITCHELL RESORT WILL BE A VISIONARY INDIVIDUAL READY TO EMBARK ON A ROAD THAT RISES TO MEET THEM EACH AND EVERY DAY. ARE YOU EQUIPPED AND EXCITED TO LEAD A TEAM THROUGH THE CHALLENGES OF GROWING WITH A SMALL REGIONAL GOLF COURSE INTO A RESORT DESTINATION? IF SO, WE CAN'T WAIT TO MEET YOU.

✧ **ESSENTIAL FUNCTIONS**

- BUILD AND MAINTAIN RELATIONSHIPS WITH CLUB MEMBERS, GUESTS, EMPLOYEES, VENDORS AND COMMUNITY
- SUCCESSFULLY APPLY THE PRINCIPLES AND PRACTICES OF PERSONNEL AND BUSINESS MANAGEMENT
- LEAD MANAGEMENT TEAM TO DEVELOP AND EXECUTE A BUSINESS PLAN THAT ACHIEVES BRAND'S AND OWNER'S FINANCIAL GOAL ACHIEVEMENT, ANALYSIS AND REPORTING.
- IMPLEMENTATION OF THE BRAND SERVICE STRATEGY AND BRAND INITIATIVES
- MONITOR THE QUALITY OF THE CLUB'S PRODUCTS AND SERVICES AND ENSURE MAXIMUM MEMBER AND GUEST SATISFACTION AND PROFITABILITY
- FAMILIARITY WITH THE METHODS USED IN THE CARE AND MAINTENANCE OF GOLF COURSES
- PROFICIENCY WITH FOOD AND BEVERAGE OPERATIONS, BOTH LOGISTICALLY AND FINANCIALLY
- PROFICIENCY WITH THE USES AND OPERATING METHODS OF POINT OF SALE AND MANAGEMENT SOFTWARE, WORD PROCESSING AND SPREADSHEETS
- CONDUCT REGULAR TOURS OF THE COURSE TO EVALUATE COURSE CONDITIONS
- DEVELOP THE GOLF DEPARTMENT'S OPERATING STRATEGY AND LEAD ITS EXECUTION
- REVIEW AND MANAGE CONTROLLABLE EXPENSES SUCH AS LABOR, QUALITY AND QUANTITY OF GRASS SEED, LAWN CHEMICALS, INVENTORY LEVELS, UNIFORMS, UTILITIES ETC.
- WORKS WITH THE MAINTENANCE TEAM MANAGER TO VERIFY THE COURSE IS MAINTAINED IN ACCORDANCE WITH BRAND SPECIFIC GOLF STANDARDS AND SOUND AGRONOMIC PRACTICES
- CONDUCT MEETINGS WITH DEPARTMENT HEADS ON A REGULAR BASIS TO ENSURE DEPARTMENTS ARE PERFORMING TO STATED GOALS
- DEVELOP A COURSE MARKETING PLAN AND OVERSEES THE IMPLEMENTATION OF THE PLAN ON AN ANNUAL BASIS
- RESPOND TO THE NEEDS OF THE MEMBERSHIP THROUGH PROGRAM DEVELOPMENT AND GENERAL CUSTOMER SERVICE REQUESTS
- SERVE AS THE COMMUNITY LIAISON FOR THE CLUB; MEETS WITH SPECIAL INTEREST GROUPS WHEN NECESSARY
- CONSISTENTLY ENSURES THAT THE CLUB IS OPERATED IN ACCORDANCE WITH ALL APPLICABLE LOCAL, STATE AND FEDERAL LAWS.
- DISPLAY LEADERSHIP IN GUEST HOSPITALITY, EXEMPLIFYING EXCELLENT CUSTOMER SERVICE, AND CREATING A POSITIVE ATMOSPHERE FOR GUEST RELATIONS.

✧ **FINANCIAL**

- DEVELOP AND MANAGE THE CLUB'S BUDGET IN ORDER TO MAXIMIZE PROFITS
- MONITOR REVENUES AND EXPENSES AND GENERATE NECESSARY REVENUE REPORTS
- MANAGE THE DAILY FINANCIAL NEEDS AND PROCESSES FOR THE COURSE
- ENSURE PROPER BILLING/INVOICING OF ALL COURSE ACTIVITY AND FUNCTIONS
- MAKES DECISIONS OR RECOMMENDATIONS REGARDING RATES PER ROUND, RETAIL PRICING AND SERVICES OFFERED TO ENHANCE THE SALES PERFORMANCE OF THE DEPARTMENT.
- ADJUST SERVICES TO MEET CUSTOMER DEMAND AND BUDGET EXPECTATIONS
- OVERSEE EMPLOYEE TIME, ATTENDANCE AND SCHEDULING AS BUSINESS WARRANTS

✱ HUMAN RESOURCES

- HIRE, MANAGE AND DEVELOP COURSE DEPARTMENT HEADS ACCORDING TO COMPANY GUIDELINES, INCLUDING THE FOOD AND BEVERAGE MANAGER, MAINTENANCE MANAGER, PRO SHOP MANAGER, TOURNAMENT DIRECTOR AND ALL OTHER DEPARTMENT HEADS
- MAINTAIN THE CONFIDENTIALITY OF COMPANY, CLUB AND EMPLOYEE INFORMATION.
- CREATES APPROPRIATE DEVELOPMENTAL PLANS AND DEVELOPING TEAM MEMBERS BASED ON THEIR INDIVIDUAL STRENGTHS, DEVELOPMENT NEEDS, CAREER ASPIRATIONS, AND ABILITIES.
- SETS GOALS AND EXPECTATIONS FOR DIRECT REPORTS AND TEAM MEMBERS
- CONDUCTS ANNUAL PERFORMANCE APPRAISAL WITH DIRECT REPORTS ACCORDING TO STANDARD OPERATING PROCEDURES.
- CELEBRATE SUCCESSES PUBLICLY, AND RECOGNIZES THE CONTRIBUTIONS OF TEAM MEMBERS
- DEVELOP, MAINTAIN AND DISSEMINATE A BASIC MANAGEMENT PHILOSOPHY TO GUIDE ALL COURSE PERSONNEL TOWARD OPTIMAL RESULTS, EMPLOYEE MORALE AND MEMBER/GUEST SATISFACTION

✱ KNOWLEDGE, SKILLS AND ABILITIES

- PREVIOUS EXPERIENCE AS A GENERAL MANAGER FOR A GOLF COURSE OR IN HOSPITALITY INDUSTRY
- ABILITY TO LEAD A MANAGEMENT TEAM EFFECTIVELY
- WORKING KNOWLEDGE OF GOOGLE SOFTWARE PLATFORM, TOAST AND GOLFNOW POINT OF SALE (POS) SOFTWARE PROGRAMS
- ABILITY TO FACILITATE COMMUNICATION INSIDE AND OUTSIDE BUILDING
- STAMINA TO WORK 45-55 HOURS PER WEEK AS OPERATIONS DICTATE
- MUST BE FLEXIBLE WITH SCHEDULE, ABLE WORK WEEKENDS AND HOLIDAYS IF NEED ARISES
- MUST BE ABLE TO WORK EXTENDED SHIFTS OF 10 HOURS OR MORE ON OCCASION IF NECESSARY
- ABILITY TO EFFECTIVELY PLAN, ASSIGN, AND SUPERVISE THE WORK OF SUBORDINATES ENGAGED IN GOLF COURSE OPERATIONS
- ABILITY TO ANTICIPATE AND IDENTIFY RISKS AND PROBLEMS AND DEVELOP APPROPRIATE RISK MITIGATION MEASURES, BUSINESS SOLUTIONS AND PLANS OF ACTION.
- ABILITY TO PROVIDE A HIGH LEVEL OF CUSTOMER SERVICE WITH ATTENTION TO DETAIL
- SKILLED AT PLANNING AND ORGANIZATION, WITH AN ABILITY TO MANAGE MULTIPLE TASKS OR PROJECTS.

✱ BENEFITS

- FULL TIME SALARY POSITION
- BONUS PROGRAM BASED ON COMPANY PERFORMANCE AND PROFITABILITY
- PAID TIME OFF PROGRAM
- PGA OR GCSAA DUES PAID AND LOCAL CONFERENCES
- GOLFING PRIVILEGES
- MEAL AND MERCHANDISE DISCOUNTS
- SHORT TERM HOUSING UP TO 45 DAYS (IF NECESSARY)
- PARTICIPATION IN EMPLOYEE STOCK OPTION PLAN AS DEFINED BY OWNERSHIP GROUP