



## **General Manager**

Fort McMurray Golf Club – Fort McMurray, AB

Our 27-hole Championship Golf Course is carved out of the beautiful Boreal forest and nestled along the banks of the Athabasca River. This spectacular setting offers breathtaking views for experienced golfers, new golfers and those who just want to enjoy the view from a stunning patio. Ranked among the must play golf courses in Alberta by the Edmonton Sun, our Club has previously hosted the PGA TOUR Canada's Syncrude Boreal Open and the Western Canada Summer Games.

In 2016 the infamous Horse River Wildfire in northern Alberta devastated the city of Fort McMurray and took parts of the Fort McMurray Golf Club – including our clubhouse. In 2018 we will open the doors to a picturesque chalet-style clubhouse and have recently rebranded as a symbol of our transition into a new modern era of golf. The Club is also pursuing new opportunities as we prepare to open year-round and expand our business beyond the traditional golf season.

At the Fort McMurray Golf Course we value all our members and strive to provide them with the best service and accessibility throughout the golfing season. Each year we cater to approximately 35,000 rounds of golf played by our members and the general public. The FMGC is one of two (soon to be three) golf courses serving the community of 100,000 residents.

### **The Position:**

We are looking for a General Manager (GM) reporting to the Board, to oversee the entire Club. The anticipated start date is on or before July 15, 2018.

### **The GM is responsible for the following:**

- Consistent delivery of the Club's hospitality and member services program to the highest possible standard
- All aspects of Club operations including: food and beverage, golf operations, membership services, facilities, administrative services, and implementation of Board policies in each area
- Meeting or exceeding financial targets, optimizing existing operating processes and handling all aspects of performance management for senior staff members
- Oversee the senior managers responsible for the day to day activities and processes of the Club and be ultimately responsible for overall performance metrics and service.
- Coordination of the Club's strategic plan, and development and implementation of annual business plans
- Representation of the Club to members, staff and external agencies. The GM is engaged in membership marketing and new member onboarding and acts as the Club's Chief Host
- Handling all aspects of marketing, including the management of the Club's website and social media presence

### **The initial key areas of focus for the GM will be:**

- Become immersed in the Club's operations as quickly as possible
- Gain familiarity with the current club's strategic priorities and offer a fresh perspective and constructive input. Using the strategic priorities, construct a business plan and marketing plan to improve club revenues
- Examine opportunities for increased revenue and/or service delivery improvements while maintaining shareholder value
- Develop key performance indicators to be used by the GM and Board to measure success
- Oversee the move from the existing temporary operating facilities into the newly-constructed clubhouse

### **Candidate Profile:**

The GM reports to the Board. Given the leading role this individual will play in achieving the strategic objectives of the Club, it is essential that the successful candidate possess the following core competencies, experience and attributes:

- A post-secondary degree in business or a related discipline (required)
- Previous experience as a Senior Leader in a Golf Club or similar facility with the ability to lead people in a tight-knit environment
- Be a highly visible leader with a friendly and outgoing personality and a strong professional demeanor
- A clear commitment to Member Services through an open and transparent customer / member approach acting as Chief Host to all members and guests
- A strategic thinker with a strong business acumen with the ability to grow the business
- An entrepreneurial style combined with a background in all aspects of business management including business development, finance, information technology, human resources, risk management and performance management
- Ensures compliance with all regulatory and matters affecting the Club
- Experience reporting to a Board with an understanding of club governance
- A Certified Club Manager designation (CCM) is preferred

**Compensation:**

The Club will offer an attractive compensation package, commensurate with experience, which will include a competitive base salary and performance based incentives.

**To apply for this opportunity:**

Interested candidates should submit a resume along with a detailed cover letter which addresses the qualifications and describes your alignment / experience with the position by **June 15, 2018**.

Documents must be submitted in Word or PDF format and sent to: [employment@fortmcmurraygolfclub.com](mailto:employment@fortmcmurraygolfclub.com)

**Closing Date:**

June 15, 2018