



Position: General Manager
Facility: St. Thomas Golf & Country Club
Location: St. Thomas/Union ON
Application Deadline: Dec 28th, 2023

The Position: The St. Thomas G&CC is currently seeking an exceptional individual to assume the role of General Manager (GM) serving as their Operational leader.

St. Thomas's search for its next General Manager is looking for a leader of the Club's management team who is responsible for managing all facets of the Club's operations. An ideal candidate will have a well-rounded background, experience in running multiple departments and a thorough understanding of private club board governance. The GM manages the club's day to day operations, directs the employees of the Club while also working collaboratively with the Board to meet strategic and financial benchmarks.

Reporting to the Board of Directors through the President, the GM is responsible for managing the overall performance of the St. Thomas G&CC by providing an exceptional Member/Guest experience.

The Facility: The club which dates back to 1899 will be celebrating its 125th Anniversary in 2024. This Stanley Thompson masterpiece was laid out in 1922 and later altered by his protégé Robbie Robinson. In recent years, Canadian architect Ian Andrew has worked on restoring the course. It has tree-lined fairways that meander through the rolling terrain and some of the most demanding putting surfaces in the province.

Consistently ranked in the Top 50 in the country, it is a fabulous layout kept in immaculate condition.

The Club has robust membership programming and a great history of championship golf events including their Early Bird Championship with past champions that included Moe Norman, Gary Cowan, Nick Weslock and Garrett Rank.



Why St. Thomas Golf &CC: It will be an exciting time for the next General Manager as they will embark on a new clubhouse project in the coming years. Having a history of working capital budgets and major projects will be a valuable asset to your portfolio.

St. Thomas is celebrating its 125th Anniversary this year! The club will be hosting a number of special events to commemorate the special year in its history. The General Manager will be an important part of executing these events.

St. Thomas is a historical city in southwest Ontario with roots dating back to 1810. Approximately 30 minutes from London Ontario, this charming city of just under 50,000 is a fantastic spot for someone who wants to remain in Ontario but away from the bigger city lifestyle.

The golf club location is south of the city of St. Thomas and only a few minutes from Port Stanley and Lake Erie.

The Club is looking for an individual who is willing to take on this role for a minimum of 3-5 years but also welcome someone who would have the vision to live in the community long-term.



Position Summary and Main Duties:

The General Manager will have a strong command of industry trends in addition to industry benchmarks and best practices. The GM will be expected to be highly visible and interactive throughout all seasons. The GM will also be professional in personal style, demeanour and presence and comfortable interacting with Members and staff.

As its main host within the Club and the face of the Club within the community, the GM manages the quality of the Club's services to ensure Member and guest satisfaction.

The GM will lead the annual planning, goal setting and financial performance of the Club. Experience and understanding of the game of golf, its history and traditions, management experience in golf or similar hospitality environment is required.

The General Manager will be responsible for the following:

Leadership:

- Develop an effective working relationship with the Board of Directors and Committees.
- Lead the development of the Club's strategic and annual plans
- Lead, mentor and build a strong team
- Follow industry trends and best practices to develop strategies that assist the reputation.
- Be well-known and visible to the Membership.

Financial:

- Be fiscally responsible to ensure that the Club is operated in an efficient and cost-effective manner.
- Provide timely, relevant, and accurate reporting
- Help assist a long-term financial plan that incorporates cash flow planning along with membership recruiting strategies.

Golf Operations:

- Ensure the golf courses and practice facilities are to the highest standards of condition and playability.
- Ensure that the teaching capabilities and quality of teaching experience are helping to grow the game within the membership and community.
- Ensure that the Pro Shop provides desirable goods and services and that prices are competitive.
- Promote the course such that it receives the highest possible ratings from external sources.
- Nurture the spirit of the game, fostering a community atmosphere through participation, player development, competition, and enjoyment

Member and Clubhouse Experience:

- Deliver a consistently exceptional Clubhouse experience by providing a high-calibre food and beverage offering, quality service and Member social programming.
- Ensure that the Club has identified an appropriate long-term maintenance plan.
- Encourage participation and pride of membership through communication and engagement.
- Consistently communicate with the membership and enforce Club rules.

Key Attributes:

The ideal candidate will possess strong interpersonal skills, be a proven collaborator, and relationship builder, and will be action and results oriented.

- An innovative and strategic thinker with strong business acumen and passion for continuous improvement and revenue generation.
- Able to display sound judgement and make complex decisions
- A dynamic leader and motivator that prides themselves on the accomplishments of their team and have the willingness to provide ongoing constructive feedback.
- Demonstrates exceptional verbal, written and interpersonal communications skills.
- Conducts themselves in a responsible and professional manner.
- Self-starter, results orientated and hands-on when needed.

Desired Qualifications and Skills

- Been a leader of multi departments of hospitality
- A post-secondary degree in business or a golf-related program.
- Experience reporting to a Board or Ownership group to ensure a strong understanding of club governance.
- 5+ Years of leadership in Golf or Hospitality Industry

Salary and Benefit

The successful applicant will receive a compensation package commensurate with experience and qualifications along with a comprehensive health benefits plan. The Base Salary range will be from \$110,000-125,000 per annum plus bonus.

Additional & Contact Information

Interested applicants are invited to submit online or email their detailed resume in confidence to:

Charles Lorimer – Co Lead recruiter at charles@freshgolf.ca . Applications should be submitted by using the webpage www.freshgolf.ca/stthomas Feel free to reach out with any questions to Charles or Scott

Scott Kolb – Co Lead Recruiter of Fresh Golf Solutions. He may be reached at email_scott

Webpage and how to apply : www.freshgolf.ca/stthomas

