



“Founded in 1899, the home of golf in Saskatchewan.”

General Manager Job Description

Job Purpose

Reporting to the Board of **Governors** and President the **General Manager will be a pro-active leader and developer of the team in helping** to plan, direct and manage the overall operations of the Royal Regina Golf Club **ensuring the appropriate standards of operation are in place and consistently executed** in the best interests of the membership and Club sustainability.

Primary Responsibilities

- 1) Implement the policies and strategic direction set by the Board of Governors by developing, implementing, documenting, monitoring and communicating to the membership and staff, the operating policies and procedures to meet the strategic direction of the Club and to ensure its efficient and effective operation;
- 2) Recommend to the Board an annual operating and capital budget plan that is consistent with the priorities and strategic direction established by the Board; regularly monitor and report on both a forecast and year-to-date basis **to ensure on-going strength and growth.**
- 3) Provide support to the Board and its committees by researching, developing and making recommendations for committee and board consideration on emerging issues affecting the Club’s strategic plan, direction and operations.
- 4) Provide leadership and direction to the club’s management team in the delivery of all Club services by establishing and monitoring performance goals and standards, mentoring, coaching and developing staff as appropriate **which includes encouraging staff to offer, new ideas, direction and approaches.**
- 5) Establish and maintain strong customer and community relationships with all club stakeholders by listening, understanding, and responding appropriately to the concerns of others with appropriate sensitivity.
- 6) Promote, market and optimize the RRGC ‘brand’ and membership levels through a positive member and guest experience, **while being the face of the golf club at all times.**
- 7) **Liaising with the Board and committees while facilitating the introduction of new ideas for the betterment of the club such as renovations and/or capital improvements to the course and properties.**
- 8) **Protect and improve the excellence of our golf course and facilities.**
- 9) Promote a safe and healthy environment for staff, members and guests in compliance with provisions under *The Saskatchewan Employment Act.*
- 10) **Other duties as assigned by the Board of Governors.**

Education & Experience

A bachelor's degree such as business administration or commerce, plus 8 years experience in a managerial role (preferably in a similar environment).

Competency Profile

- **Leadership:** sharing responsibility; holding people accountable; team leadership; change leadership
- **Interpersonal influence:** listening, understanding and responding; networking; teamwork impact and influence
- **Personal and Corporate Effectiveness:** results orientation; client service orientation; flexibility; organizational awareness; planning and initiative; concern for impact; commitment to learning
- **Problem Solving:** conceptual thinking; innovative thinking; strategic orientation