



DENTON COUNTRY CLUB

Est. 1922

1215 Country Club Road, Argyle, TX 76226 • PO Box 1069, Denton, TX 76202 • Ph. (940) 464-0077 • F. (940) 464-0666

GENERAL MANAGER PROFILE: DENTON COUNTRY CLUB ARGYLE, TEXAS

THE GENERAL MANAGER (GM) POSITION AT DENTON COUNTRY CLUB

Denton Country Club (DCC) located in Argyle, Texas is a member owned, full service private club seeking a General Manager. The ideal candidate will bring best practices in club leadership, standard operating procedures and processes to this exceptional club located in a growing and dynamic community.

DENTON COUNTRY CLUB AND COMMUNITY

DCC was founded in 1922. It began with a Ralph Plummer designed golf course. The course offers surprising elevation changes with beautiful views of the countryside, water on 9 different holes and excellent greens. DCC is now a preeminent family golf and country club that offers a wide variety of amenities for its members including 4 Har Tru tennis courts, pickleball, a beautiful swimming pool, fitness center and multiple dining venues that overlook the spectacular club property. DCC recently completed a state-of-the-art indoor golf facility with 2 simulators for year-round member practice and enjoyment.

The City of Denton was formed in 1857 to be the seat of Denton County, and its growth was largely influenced by its role as an agricultural trade center and the arrival of the railroad in the 1880s. Denton is a growing North Texas city that is known for its spectacular live music scene, gorgeous courthouse square and its two major universities; the University of North Texas and Texas Woman's University. The rolling green hills that surround Denton/Argyle offer a surprising attraction of their own. Denton County is one of the fastest growing counties in the United States. DCC sits in the middle of this growth.

DENTON COUNTRY CLUB BY THE NUMBERS

- 332 Regular Vested Members, 208 Other Categories
- \$8.6M Gross Revenue
- \$5.1M Annual Dues Volume
- \$1.9M F&B Volume
- \$50,000 Initiation Fee
- \$10,620 Annual Dues, \$700 F&B Minimum, \$600 Capital Fund
- 22,000-25,000 Rounds of Golf

DENTON COUNTRY CLUB WEBSITE: www.dentoncc.org



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GENERAL MANAGER POSITION DESCRIPTION

REPORTS TO: Club President and Board of Directors

SUPERVISES: Food and Beverage Director; Culinary Operations; Controller; Director of Facilities; Director of Human Resources; Director of Golf; Tennis Director; Fitness Director; Digital Marketing Manager.

GENERAL MANAGER POSITION DESCRIPTION

The General Manager has full responsibility for all day-to-day operations of DCC. The GM directs and administers all activities and the relationships between DCC and its Board, members, guests, employees, community, government and industry. Coordinates, administers and enforces DCC's strategies as defined by its Board. Develops operating policies and procedures and directs the work of all department managers. Implements and monitors the operating, cash and capital expenditure budgets and monitors the quality of DCC's products and services to ensure maximum member and guest satisfaction. Secures and protects DCC's assets including facilities, equipment and staff. The GM is expected to be the embodiment of DCC's "exceptional club experience".

RESPONSIBILITIES/EXPECTATIONS

KEY ATTRIBUTES

- Ability to act in concert with the Board and its Committees and comfortable with disseminating both good and bad news.
- Cultural development through sound hiring, training, communication, and fostering a strong teamwork ethic.
- Strong understanding of superb dining attributes and other food and beverage experiences for DCC's members and guests.
- Strong understanding of golf course operations, including maintenance and golf pro shop merchandising and operations for DCC's members and guests.
- Effective financial management skills through oversight of annual operating and capital budgets.
- Sincere and consistent member and staff engagement and visibility to members and staff as the face of DCC. Name recognition is essential.
- Superior communication skills, exuding energy, and creativity.
- Attentiveness to member services, programming, and satisfaction.
- Process driven leadership: setting standards of performance and execution and ensuring that they are consistently maintained.

- Recognizes DCC's marketplace, location and culture and works to position DCC within the community as a desirable and admired club.
- Expertise in staffing different divisions appropriately to provide exceptional service, while operating within a budget.

MEMBER RETENTION AND RECRUITMENT

- Must lead DCC's membership recruitment and retention efforts. It is very critical that the GM understands the local market and economy and its culture. The GM must be comfortable and competent being an integral and proactive part of developing relationships that lead to membership interest and/or business opportunities and is effective in orienting new members so their initial experience with DCC results in constant use of DCC.
- Is a catalyst for identifying new programs/services and enhancing current ones for members and their guests to increase club usage, member satisfaction, and member retention.

VISIONARY

- Must recognize the importance of keeping DCC on the forefront of country club excellence by having a keen understanding of current and future trends, demographics, legislative, economic, and social issues. The GM should be decisive and set aggressive goals and objectives to ensure DCC's current and future success while maintaining the brand of DCC.

FINANCIAL MANAGEMENT

- Must have sound financial management skills including the ability to oversee the preparation and management of annual operating (including cash) and multi-year capital budgets supporting the strategic and tactical initiatives and expectations of DCC.
- Is ultimately responsible to ensure that appropriate safeguards and controls are in place for all DCC's primary assets (membership, staff, amenities, and physical assets, etc.), whether it is for physical safety purposes or for the protection and long-term financial success of DCC.
- Must have the courage to recommend and quickly implement financial changes and possess the ability to effectively communicate such changes to the membership and staff.
- Must be able to quickly analyze current financial operating results and make necessary operational changes.

STRATEGIC PLANNING

- In partnership with the Board, the GM must lead the development and implementation of a strategic plan/business road map for the current and future success of DCC.
- Must be able to identify issues, needs, goals, and objectives to help ensure the perpetuation and continued viability of DCC.

MEMBER, BOARD, AND COMMITTEE RELATIONS

- Ensure that member satisfaction is always the first priority. Provide sincere and visibly engaged leadership and interaction with all facets of the membership and their guests. Be a consistent and positive force behind the creation and continuous enhancement of all aspects of DCC. Must be highly visible and available to the membership. Recognize that the Member Experience and exceeding the expectations of DCC members is of critical importance to long-term success.

- Must understand and be able to bridge the differences in DCC's demographics through effective member relations, activities programming and communication.
- Active participant at Board and Committee meetings to help set policies and strategies to achieve DCC's goals and objectives.
- Welcomes new members; "meets and greets" all members as practical during their visits to DCC. Develops ongoing dialogue and rapport with members through recognition, communication and follow-through. Name recognition is essential.
- Provides advice and recommendations to DCC's President and committees about construction, alterations, maintenance, materials, supplies, equipment and services not provided in approved plans or budgets.

EMPLOYEE RELATIONS

- Be a leader committed to leading by example, supporting the staff and maintaining a highly visible management style and understanding that the staff is DCC's #1 asset.
- Recognize, respect, and support the contributions of key managers and staff. Ensure that appropriately skilled and competent departmental managers are in place for all key positions and that each of them does the same in their respective areas of responsibility. Sets standards of performance for all departments and hold them accountable for maintaining these standards within DCC, especially in member service areas.
- Maintain an environment and overall atmosphere for management/staff that promotes and values appropriate and responsible contributions to DCC's success. Ensures that all staff are focused on positive, supportive relationships among themselves and with the membership.
- Be a Team Builder. A person who embodies the persona of ultimate coach and motivator, bringing out the best in others by setting clear goals and expectations, providing consistent feedback and support, and treating others with respect, dignity and professionalism.
- Create an environment that ensures longevity and retention of employees.
- Develops, maintains and disseminates a basic management philosophy to guide all DCC personnel toward optimal operating results, employee morale and member satisfaction.

COMMUNICATION

- Will be a primary two-way conduit for information exchange, and must be consistent, positive, and able to engage in this process. Must be a true listener who places great importance on personal interactions with all constituencies of DCC.
- Experience in developing a communication platform using contemporary media (website, apps, social media, etc.).
- Is the primary verbal and written communicator of important information to members and staff and recognizes that the ability to convey information in an articulate, well-conceived and well-written manner is of utmost importance.
- Believes in the power of proactive communication (i.e. orienting and culture setting) of members, staff, and guests to ensure the core values of DCC are being recognized and achieved.

OPERATIONAL RESPONSIBILITIES

- Consistently ensures that DCC is operated in accordance with all applicable local, state and federal laws.
- Reviews and initiates programs to provide members with a variety of popular events.
- Participates in selected community activities to enhance the prestige of DCC; broadens the scope of DCC's operation by fulfilling the public obligations of DCC as a participating member of the community.
- Maintains relations with law enforcement, fire, liquor control board, health department and other governmental agencies.
- Directs purchasing, receiving, storage, issuing, preparation and control of all products, supplies and equipment.
- Ensures proper cleanliness and sanitation of all DCC facilities and environments.
- Performs competitive analyses on clubs and other businesses providing member alternatives through personal observations and historical reports.
- Oversees risk management programs to ensure that adequate safety measures are in place to protect members, employees and DCC assets.
- Handles emergencies such as fires, accidents and breaches of security or house rules promptly and in person. Emphasizes prevention through training, inspection and preventive enforcement.
- Gives direction to and works closely with vendors, outside contractors, firms and individuals providing services to DCC.
- Directs the writing and publishing of the DCC newsletter and plans for intra-club public relations.
- Performs other duties and functions as the Board may direct that are consistent with this job description.
- Assures excellent food and beverage production and service for all members and guests.
- Clearly understands the financial metrics for successful attainment of goals and objectives in F&B operations, and consistently reviews these expectations with direct reports to ensure understanding and 'buy-in' from those contributing to their attainment.



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GENERAL MANAGER APPLICATION PROCESS

CANDIDATE QUALIFICATIONS

- A minimum of 5-7 years of progressive leadership/management experience in a full-service country club.
- DCC prefers a current GM/COO but will also consider “rising stars” with strong background/experience.

EDUCATIONAL AND CERTIFICATION QUALIFICATIONS

- A Bachelor’s Degree from a four-year university or college is preferred.
- In lieu of a degree, substantial private club or hospitality experience will be considered.
- Industry certifications such as CCM, CCE, CMC, PGA are preferred.

SALARY AND BENEFITS

- Salary is open and commensurate with qualifications and experience. DCC offers an excellent benefits package. Incentive bonuses will be included in the compensation package.

INSTRUCTIONS ON HOW TO APPLY

- Please submit your completed application to:

Denton Country Club
Attn: Mr. Tony Clark
P.O. Box 1069
Denton, TX 76202

- Or email it to careers@dentoncc.org

- Your completed application should include:

- Up-to-date resume
- Name/Address of three (3) personal references along with a statement that provides DCC with your consent to request a reference
- A cover letter addressed to Mr. Tony Clark that clearly articulates your alignment with the General Manager role, why you want to be considered for the position at this stage of your career, and why DCC and the Denton/Argyle area will be beneficial to you, your family, your career and DCC, if selected.

- Potential candidate selection will occur in September, 2024.
- Interview of potential candidates will begin in late September, 2024.
- Selection of the General Manager will occur in October/November, 2024 with a start date of December, 2024/January, 2025.