**Club Details**

**Pensacola Country Club**

1500 Bayshore Drive  
Pensacola, FL 32507

www.pensacolacountryclub.com  
  
This club uses CMAA's General Manager/Chief Operating Officer Concept.

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| --- | --- | --- | --- |
| **Age of Club** | **Number of Members** | **Average Age of Members** | **Club Ownership** |
| 120 | 672 | 54 | Member-Owned |
| **Gross Dollar Volume** | **Annual Dues Volume** | **Annual Food Sales** | **Annual Beverage Sales** |
| $6,374,545 | $3,257,117 | $950,000 | $535,000 |

**Golf Facility**

18-hole course, par 72; driving range; 2 practice putting greens; & 1 practice chipping green

**Tennis Facility**

8 outdoor lighted clay courts

**Swimming Facility**

1 Outdoor

**Other Athletic Facility**

1 Fitness center accessible 24 hours per day

**Dining Facilities**

* 2 Casual dining areas, seating 120
* 2 Banquet facilities: 1) main ballroom, seating 175; 2) private dining, seating 36

Club is open 6 days per week, 12 months per year

**PCC’s Core Principles**

**MISSION STATEMENT**

PCC is committed to connecting and delighting our members by creating social, family, and recreational experiences delivered with integrity and personalized service from caring and skillful professional staff.

**VISION STATEMENT**

Pensacola Country Club is a welcoming, family- friendly, member-owned communitywhere members connect, play, and reenergize.

**CORE VALUES**

* Family, Friends, and Community
* Integrity
* Gratitude
* Honor Worthy Traditions
* Evolve, Adapt, and Improve
* Environmental Stewardship
* Community Outreach
* Diversity and Inclusion

**ABOUT PENSACOLA COUNTRY CLUB**

Arguably, one of the first country clubs in the State of Florida, Pensacola Country Club was founded on November 5, 1902, with the acquisition of land located on beautiful Pensacola Bay. A two-story clubhouse was erected, and concrete tennis courts constructed.

In the early years PCC was primarily a social club, and its "amusements" consisted of tennis, Ten Pins, croquet, bathing, family picnics, and dancing. Golf came to PCC around 1903 when the first nine holes were built on nearby property which was then deeded to the Pensacola Country Club on June 4, 1905.

The first clubhouse was destroyed in the hurricane of 1906 but was subsequently rebuilt and enlarged on the same location. A new main club building was purchased in 1924 and club activities were moved from the older clubhouse.

On May 16, 1925, additional land was leased, and the club added a back nine. Ultimately PCC came to own this property and on November 10, 1925, the new Pensacola Country Club Corporation was formed.

The stately clubhouse became the center of social life for Country Club members. Within a short time, a ballroom was constructed on the north side, which eventually was redesigned for the men's and women's locker rooms. Few major improvements in the clubhouse facilities were made during the next twenty-five years. Attention was concentrated on the development and maintenance of the golf course and tennis courts. The Club grew in membership and the 18-hole golf course became known as one of the finest along the Gulf Coast.

During the 1950’s, PCC added a new ballroom, the swimming pool, and the men' s lounge. The tennis courts were refurbished and the sprinkling system for the fairways and greens was completed. With these improvements the use of the Club grew steadily, not only by playing members but also by the whole family. The tennis matches, swimming and diving contests, social functions, and golf tournaments (highlighted by the Pensacola Invitational and culminating in the P.G.A. event) are evidence of the important part the Country Club came to play in our community.

In 1993, the clubhouse was expanded and a second kitchen, two meeting rooms and a men's grill were added. In 1995, the tennis courts were completely refurbished.

In September 2004, Hurricane Ivan made a direct landfall on Pensacola and left little of the Clubhouse, golf facilities and course. The membership stepped forward and through much discussion, debate, and struggle, moved ahead with the plan for the "Second Century" of the Pensacola Country Club. The course was redesigned by Pensacola’s own, Jerry Pate and the course reconstruction was underway. As the course was rebuilt, earth was moved to elevate the current club site 17 feet to better weather storms.

Carter Quina of Quina Grundhoefer Architects designed a traditional and stately new "home" for our clubhouse. When the course reopened in 2006 for the golfing membership, the clubhouse ground-breaking was held and construction began. The grand gala event held on January 18, 2008, welcomed almost 600 members back to begin our "Second Century" of creating memories and celebrating families and friends in our elegant new clubhouse and facilities.

PCC has been fortunate to have as our GM, James Story, who has presided over unprecedented membership growth despite the impact of the pandemic and damage from Hurricane Sally in 2020. While Jim will be missed, he has certainly earned his retirement and will be fondly remembered as one of the best GM’s in the long history of PCC.

The club has started a bold renovation project with the assistance of world-renowned club architects, Kuo Dietrich. The membership is energized and looking forward to a continued bright future. The new GM will be afforded the exciting opportunity to shepherd one of Florida’s first country clubs into its next exciting chapter.

**PENSACOLA COUNTRY CLUB BY THE NUMBERS:**

* $6.37M Annual operating revenue
* $3.25M Annual dues revenue
* $1.49M Annual F&B revenue
* 75 Employees
* 9 Board members
* Average age of members – 54
* Platinum Club 2016 - current
* Best Golf Course restoration 2005

**Job Details**

**Date Posted**

1/12/2023

**Job Title**

General Manager / Chief Operating Officer (COO)

**Reports To:**

Club President & Board of Directors

**Supervises:**

Building Superintendent, Events Coordinator, Executive Chef, Chief Financial Officer, Food & Beverage Manager, Head Golf Professional, Greens & Grounds Superintendent, Building Superintendent, Membership Director, Head Tennis Professional, and Youth/Swim Director.

**Job Summary:**

The General Manager/COO shall manage all aspects of the club including its activities and the relationships between the club and its Board of Directors, members, guests, employees, community, government, and industry.  Coordinate and administer the club’s policies as defined by its Board of Directors.  Develop operating policies and procedures and direct the work of all department managers.  Implement and monitor the budget, monitors the quality of the club’s products and services, and ensure maximum member and guest satisfaction.  Secure and protect the club’s assets, including facilities and equipment.

This individual will work closely with the Board and Committees to outline the long-term strategic plan for the Club while keeping the entire membership’s needs in mind.  The successful candidate shall be a strong mentor and focus on development and accountability for the Club’s senior staff.  Employee engagement should be a high priority.

 This individual must be proactive and visible across all areas of the Club and dedicate time to developing relationships with the Club’s membership. Being proactive means the successful candidate will be knowledgeable of current trends in the club industry and will initiate ideas and plans to the boand and committees that reflect these latest trends.

**Initial Priorities**

* Assess and develop relationships with current staff to ensure that PCC has the right team in place.
* Create and maintain a competent, cohesive senior staff that thrives on working together.
* Promotes and supports the autonomy of and objectively supports/critiques senior staff.
* Works closely with Head Golf Professional to build a long-term golf program that benefits all ages and skill levels to include events, daily play, and instructions.
* Implement the Master Plan with the board of directors, strategic planning committee, staff, and membership, which was recently designed by Kuo Diedrich Chi Architects.
* Assist in the development of the various phases of the master plan & finances.
* Build on the membership growth PCC has experienced over the last three years with a goal in excess of 800 members with a waiting list.
* Focus on the Food and Beverage operation with the specific intention of elevating the overall member experience through quality, consistency, & environment.

**Interaction:**

Frequent Interaction: with members, staff, guests, and vendors

**Duties of GM / COO:**

* Implements general policies established by the Board of Directors; directs their administration and execution.
* Plans, develops and approves specific operational policies, programs, procedures, methods, rules and regulations in concert with general policies.
* Coordinates the development of the club’s long range and annual (business) plans.
* Develops, maintains and administers a sound organizational plan, initiates improvements as necessary.
* Establishes a basic personnel policy; initiates and monitors policies relating to personnel actions and training and professional development programs.
* Maintains membership with the Club Managers Association of America and other professional associations.
* Attends conferences, workshops, and meetings to keep abreast of current information and developments in the field.
* Coordinates development of operating, cash, and capital budgets according to the applicable budget calendars; monitors monthly budget and other financial statements; takes effective corrective action as required; approves vouchers before payment; prepares and makes financial reports to the Board of Directors.
* Coordinates and serves as ex-officio member of appropriate club committees.
* Welcomes new club members; “meets and greets” all club members as practical during their visits to the club.
* Provides advice and recommendations to the President and committees about construction, alterations, maintenance, materials, supplies, equipment, and services not provided in approved plans and/or budgets.
* Consistently assures that the club is operated in accordance with all applicable local, state, and federal laws.
* Oversees the care and maintenance of all the club’s physical assets and facilities.
* Coordinates the marketing and membership relations programs to promote the club’s services and facilities to potential and present members.
* Ensures the highest standards for food, beverage, sports and recreation, entertainment, and other club services.
* Establishes and monitors compliance with purchasing policies and procedures; reviews and approves purchasing procedures and requirements.
* Reviews and initiates programs to provide members with a variety of popular events.
* Manages cash flow and establishes controls to safeguard funds.
* Works with subordinate department heads to schedule, supervise and direct the work of all club employees; confers with them about personnel-related matters including compensation, job changes, performance evaluation, etc.
* Attends meetings of the club’s Executive Committee and Board of Directors.
* Participates in selected community activities to enhance the prestige of the club; broadens the scope of the club’s   operation by fulfilling the public obligations of the club as a participating member of the community.
* Reports member infractions to the Board for necessary action.
* Properly manages all aspects of the club's activities to ensure and maintain the quality of products and services     provided by the club.
* Serves as liaison between all management staff and Board.
* Coordinates inter-and intra-committee activities.
* Writes policy and rule directives and/or approves those written by department heads.
* Has ultimate authority over inter-departmental matters and implements policies concerning employee-employer     relations.
* Develops, maintains, and disseminates a basic management philosophy to guide all club personnel toward optimal operating results, employee morale and member satisfaction.
* Prepares reports and other support material for committee and Board use.
* Negotiates and recommends Board approval for contracts.
* Provides for and manages use of the equipment, space and materials.
* Establishes and approves workloads, work methods and performance standards.
* Maintains relations with police, fire and other governmental agencies.
* Directs purchase, receiving, storage, issuing, preparation and control of all products, supplies and equipment.
* Coordinates as necessary arrangements for public functions and social gatherings, including seating according to protocol and special courtesies extended to members and guests.
* Ensures proper cleanliness and sanitation of all club facilities and environments.
* Performs competitive analyses on clubs and other businesses providing member alternatives through personal observations and historical reports.
* 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.
* Convenes and presides over meetings with departmental managers; conducts all-facility personnel meetings.
* Gives direction to and works closely with vendors, outside contractors, firms and individuals providing services to the club.
* Directs the writing and publishing of the club newsletter and plans for intra-club public relations.
* Performs other duties as directed by the President or Board of Directors.

**Educational & Certification Qualifications**

1. Requires a minimum of five years working as a General Manager/COO or Assistant General Manager at a private country club.
2. A Bachelor’s Degree in Hospitality is preferred.
3. Certified Club Manager (CCM) is preferred.
4. Excellent written and oral skills are essential along with the ability to communicate on several levels.

**Date Position Available**

July 1, 2023

**Employment Eligibility Verification**

In compliance with federal law, all persons hired will be required to verify identity and eligibility to work in the United States and to complete the required employment eligibility verification form upon hire.

**Salary & Benefits**

Salary is open and commensurate with qualifications and experience. The club, along with the typical CMAA, offers an excellent bonus and benefit package.

**Instructions on How to Apply**

Interested individuals must submit a resume and a cover letter addressed to Rick Johnson, President of PCC.  Please email this information to [jstory@pensacolacountryclub.com](mailto:jstory@pensacolacountryclub.com).

You must apply for this role as soon as possible but no later than Sunday, February 12, 2023.  Initial interviews are expected to take place via Teams from February 27th through March 3rd.

**Please send resumes to:**

Rick Johnson  
President  
Email to: [jstory@pensacolacountryclub.com](mailto:jstory@pensacolacountryclub.com)