



GENERAL MANAGER

THE WILLOWS COMMERCIAL MANAGEMENT

TEAM OVERVIEW

The Willows Commercial Management, LLC (The Willows), a wholly owned subsidiary of Betenbough Companies, PBC, was established to provide event venue operations, commercial property management, and occasional commercial construction services on the Grove campus. Company responsibilities also include serving as landlord and operator for the Grove campus, which serves as the home office for several of our sister companies as well as outside organizations. The Willows' mission is to *"Connect, Serve and Inspire"* its customers and patrons.

POSITION SUMMARY

As the General Manager, you will be directly responsible for the leadership and development of your team in alignment with our corporate purpose while fulfilling the company mission and maintaining a culture of *unity, growth, excellence, and generosity*. You will be expected to intentionally model and promote a relational style of leadership. You will lead the daily operations for The Willows with strategic oversight for hospitality, event center sales and operations, facilities maintenance for all commercial properties under management, and commercial construction support for the Grove campus. You will be charged with passing on company philosophies and management practices to the next generation of leaders, and holding them accountable to progressively demonstrating, owning, and teaching those to others.

SCOPE OF RESPONSIBILITY

- Own and execute the vision for The Willows, including: hospitality services, the event center, and facilities maintenance for all commercial properties under management
- Establish strategic initiatives and goals for the company in collaboration with the Executive Leadership Team
- Oversee all operational aspects of The Willows Event Center including the coordination of all amenities, accommodations, and related functions including site preparation, audio/visual equipment, and directly related policies and procedures
- Identify and develop trade partners and ensure a healthy relationship is maintained between trade partners and employees, customers, and patrons
- Actively participate in sales and marketing efforts for The Willows
 - In house sales
 - Presentations and tours of facility
 - Sales calls to potential groups/events managers
 - Preparation of proposals for The Willows
- Monitoring of and reporting on operational budgets for The Willows
- Negotiation of all necessary leases and contracts for The Willows
- Excellent internal communication and orchestration regarding events and their operational impact to the Grove campus
- Develop and maintain relationships with other subsidiaries within Betenbough Companies, promoting unity and success across all entities

REQUIRED KNOWLEDGE/SKILLS

- **Hospitality Leadership** – Delivering experiences that are tailored for each guest; knowing how to recognize, develop and promote talent that delivers exceptional service while making guests feel authentically and intentionally loved and cared for.
- **Customer Service** – Excellent with people, positive, genuinely interested in their well-being, patient with others, ability to be supportive and motivate
- **Verbal & Written Communication** – Able to effectively and efficiently communicate complex information to employees at all levels of the organization
- **Trailblazing** – Proactive, able to prioritize without being micromanaged, not afraid to experiment and make mistakes with the goal of validated learning

- **Problem Solving** – Able to handle confrontation well, doesn't shy away from tough conversations, displays emotional intelligence, remains approachable
- **Planning / Organizational** – Able to handle multiple projects and details on a daily basis
- **Computer** – Able to use office productivity software efficiently, capable of learning new software solutions with ease

EXPERIENCE

- Preferred
 - 5+ years progressive managerial experience
 - 2 – 4 years of event venue operations experience
 - Bachelor's degree

WORK ENVIRONMENT AND PHYSICAL REQUIREMENTS

- Typically works in temperature-controlled environment
- Occasionally works outside in uncontrolled conditions.
- Vision for near, mid-range, and far as well as hearing for low, medium, and high pitch
- Superior communication skills with co-workers, customers, trade partners and vendors.
- Requires physical ability for standing, sitting, crouching, kneeling, frequent walking, reaching above head and below waist
- Must have a current and valid driver's license and must be able to be insured by company fleet insurance.
- Must be able to perform all job expectations safely with or without reasonable accommodations
- Ability to lift 15-30 pounds

WORK SCHEDULE

Example:

- Full-time, exempt position
- Monday through Friday, flexible schedule; after hours and weekends necessary for event center operations
- Lunch meetings and events outside of normal working hours are required
- Occasional travel to other company regions or event locations is required

BENEFITS

Comprehensive Employee Benefit Package
 Employer-Paid Life, AD&D, LTD Insurance
 Enrolled into ESOP (Retirement Benefits)
 Paid Time Off Policy

Company-Issued Cell Phone
 Company Training Opportunities
 Company-Sponsored Vision Trips