

KOPPLIN KUEBLER & WALLACE

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GENERAL MANAGER/CHIEF OPERATING OFFICER: DETROIT GOLF CLUB DETROIT, MI

THE GENERAL MANAGER/CHIEF OPERATING OFFICER OPPORTUNITY AT DETROIT GOLF CLUB

An attractive opportunity exists for candidates with a successful track record of leadership and management at golf and family-centric private club operations as well as high-end establishments in the hospitality industry. We are conducting a General Manager/Chief Operating Officer (GM/COO) search for Detroit Golf Club (DGC) and are looking for a GM/COO with a proven track record of success in aligning staff, board, and club culture to deliver a rewarding club experience for members. The ideal candidate must have the ability to form high-achieving teams that aspire to create a culture of excellence. The GM/COO's ability to focus on successful execution is a desirable and essential leadership trait. The candidate must have the ability to ensure DGC successfully navigates the logistics of hosting the *Rocket Mortgage Classic* on the PGA tour schedule at a high level of service. Further, the ideal candidate must have the leadership experience to ensure the club operates successfully in the present and, at the same time, possesses the ability to think strategically as a board partner focused on the future success of DGC.

[Click here to view a brief video about this opportunity.](#)

DETROIT AND COMMUNITY

Greater Metro Detroit offers some of the best family-friendly areas to live anywhere in the county. Excellent school systems, both public and private, are plentiful and anchor great communities. Once again *Time Magazine* selected Detroit in its third annual list of the World's Greatest Places. It is a city of stunning architecture and art deco buildings. It is a culturally rich and diverse community. National landmarks are home to the Detroit Institute of Arts, Detroit Symphony, Opera, Theater, Motown, and Jazz. Food and wine are culinary adventures in a city rich with dining options. It's a world-class sports city with some of the finest arenas and stadiums in the world for its top professional teams, all near the Detroit Golf Club. Detroit is home to two great clubs: the Detroit Golf Club and the Detroit Athletic Club both over 100 years old and anchors of goodwill and tradition in their communities.

DETROIT GOLF CLUB OVERVIEW

The Detroit Golf Club is one of America's great golf clubs. The beautifully wooded two hundred and nineteen acres, rambling Old-English style clubhouse with swimming and tennis facilities and two 18-hole Donald Ross golf courses are a standing tribute to the prominent group of forward-thinking Detroiters who formed the Club in 1899. The tradition and heritage that have been established over the years have been preserved through a diversified membership that continues to carry forward those venerable traditions. Championship courses, majestic grounds, classic facilities ... an enviable combination ... that's the Detroit Golf Club.

Through the first 25 years of prominence, Detroit Golf Club quickly transformed into a world-class private club. By 1916, its two Donald Ross-designed courses were completed and 1918 saw the completion of their permanent Albert Kahn-designed Clubhouse. The Club has improved upon these stately fixtures over the last 100 years, but the traditional feel and sense of comfort remain.

As the times changed, the club added several features to enhance the member experience: notably an aquatics center, athletic facilities, children's amenities, casual dining options, and many others.

There continues to be improvements made to the course as well, but as with everything, there is a strong desire to preserve the unique history of the Club and its courses.

The Rocket Mortgage Classic was first staged in 2019 at Detroit Golf Club and is scheduled here through 2027. The tournament replaced the Quicken Loans National on the PGA Tour schedule.

CLUB MISSION

The Detroit Golf Club is a private Club providing its members with a world-class golf experience enriched by quality dining and social and recreational programs promoting good fellowship and family involvement.

DETROIT GOLF CLUB BY THE NUMBERS:

- Approximately 750 members at present in both Full Resident Members and various non-resident/national categories
- Approximately 36,000 rounds of golf are played each year
- \$36,000 Initiation fee
- \$8,100 annual dues
- Approximately \$16M Gross volume
- \$5.2M Annual dues volume
- \$5.2M F&B volume with 42% coming from ala carte dining
- \$6.8M Gross payroll
- 143 Employees in-season; 113 off-season
- DGC uses Club Essentials software for operations
- DGC is organized as a not-for-profit 501 C 7 corporation under Federal and State of Michigan statutes
- There are 12 board members serving three-year terms
- The average age of members is 54 years
- Committees at the Club include Executive, Finance, Golf, Green, House, Rules, Food & Beverage, Strategic Planning, and Membership
- Capital Projects: *Kahn Clubhouse Experience II* launched in November '22 with a projected completion date of late May 2023. The project scope is valued at \$5.15 million for renovating the Women's Locker Room and the Champions Grille.

DETROIT GOLF CLUB WEB SITE: www.detroitgolfclub.org

POSITION OVERVIEW

The General Manager/Chief Operating Officer (GM/COO) reports to the Board of Directors and interfaces with the President. The GM/COO is responsible for strategic development, implementation, and operation of the Detroit Golf Club (DGC). The GM/COO is responsible for leading the day-to-day operations of the DGC as well as playing an integral role in the strategic direction, goal setting and performance management of the club. This position directs the work of all department managers including but not limited to assistant general manager, golf professional, green superintendent, controller, human resources, membership, and communications; facilities; executive chef, banquet, and catering. The GM/COO strives to ensure maximum member and guest satisfaction.

Management/Leadership Function

The GM/COO will direct all functions of the Club and is responsible for the overall operations, including delivering the Club's facilities, amenities, and services to a standard that ensures maximum member and guest satisfaction in an atmosphere of hospitality, friendliness, and congeniality. The GM/COO is expected to be a leader and mentor to all department heads and have overall responsibility and accountability for the development, training, and performance of the entire staff while instilling a club-wide member-focused service culture. The GM/COO will manage the Club consistent with the direction and policies established by the Board of Directors as well as by the By-laws and Rules and Regulations of the Club and will be responsible for administering the Club's rules and regulations.

- The GM/COO is responsible for all day-to-day operations of the Club and all Club facilities, delegating appropriate authority to managers and department heads.

- Meets regularly and consults with the Board of Directors, and Committee Chairs.
- Makes recommendations to the Board and Committees, supported with data and information, for changes, improvements, and enhancements to Club services, operations, and facilities. Provide advice on club-oriented best practices, recommended best-in-class club standards, and any new policies and procedures that should be considered.
- Report monthly to the Board on the operations of the Club, including summarizing the financial results, updates on each department's operations and staffing, and any other matters of note that impact the delivery of the Club's facilities and services to members and guests.
- Work in conjunction with the Controller to ensure that appropriate financial controls and systems are maintained and be responsible for the preparation of the annual operating and capital budgets which will be subject to review and approval of the Finance Committee and the Board.

Member Services: As the driver of all the Club's operations, the GM/COO will provide quality leadership and a positive image for the Club and its facilities and amenities to ensure the highest standards for all Club programming, sports operations, special events, entertainment, and other Club services for members and guests.

Employee Relations: The GM/COO has overall responsibility for hiring, training, and overseeing the Club's staff with the objective to retain the highest quality staff in a positive work environment.

Facilities: Oversee the care, maintenance, cleanliness, and safety of the Club's physical plant and environments.

Communications: Responsible for overseeing effective communication systems to the Board, the staff, and the membership.

Marketing: Work closely with the Membership Sales & Marketing Director to further develop and implement a robust strategic marketing plan to increase member recruitment, retention, and club usage. Participate in selected community activities to enhance the visibility of the Club and to fulfill the public obligations of the Club as a participating member of the City of Detroit and its surrounding communities.

Financial Management: The GM/COO will ensure the Club has high-functioning financial reporting and management information systems and monitor compliance with internal controls and procedures.

Capital Project Management: Provide supervision and administrative support for all capital projects from planning stages through to completion.

INITIAL PRIORITIES

- Align department leadership as well as the entire workforce to focus on providing members an exceptional club experience.
- Communicate a clear vision to align the staff with board priorities.
- Communicate thoroughly and often to staff, board, and membership.
- Be visible while learning about the club.
- Analyze the financials and prepare plans to ensure the club prospers in future years.
- Develop a marketing strategy to build membership.
- Hire an Assistant General Manager

CANDIDATE QUALIFICATIONS

- A minimum of 5 years of verifiable, progressive leadership and management experience in an active, private member-focused club environment.
- A career track that demonstrates a record of tenure and commitment to previous employers, and that career moves were for enhancement of skills and experiences as opposed to 'unplanned' career changes.
- Strong general leadership skills with verifiable strengths in team development, financial performance, diverse recreational amenity management (golf, family activities, and others are especially desirable), quality food and beverage programming, exceptional member/guest service programming, strategic planning, project management, and most importantly the ability to consistently define and achieve goals and objectives.

EDUCATIONAL AND CERTIFICATION QUALIFICATIONS

- A Bachelor's Degree from a four-year university or college is highly desirable, preferably in Hospitality Management.
- In lieu of the degree, substantial private club or hospitality experience will be considered.
- Certified Club Manager (CCM) designation preferred.

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 benefits, offers an excellent bonus and benefits package.

INSTRUCTIONS ON HOW TO APPLY

Please upload your resume and cover letter (in that order) using the link below. You should have your documents fully prepared to be attached when prompted for them during the online application process.

Preparing a thoughtful letter of interest and alignment, clearly articulating your "fit" with the profile and the above-noted expectations and requirements is necessary.

Your cover letter should be addressed to Mr. Michael Carr, President, of Detroit Golf Club and clearly articulate why you want to be considered for this position at this stage of your career and why Detroit Golf Club in the Detroit area will likely be a "fit" to you, your family and the Club if selected.

IMPORTANT: Save your resume and letter in the following manner:

"Last Name, First Name Resume" &

"Last Name, First Name Cover Letter"

(These documents should be in Word or PDF format)

Note: Once you complete the application process for this search, you are not able to go back in and add additional documents.

[Click here](#) to upload your resume and cover letter.

If you have any questions, please email Holly Weiss: holly@kkandw.com

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