

KOPPLIN KUEBLER & WALLACE

THE MOST TRUSTED NAME IN EXECUTIVE SEARCH AND CONSULTING

GENERAL MANAGER/CHIEF OPERATING OFFICER PROFILE: INVERNESS GOLF CLUB INVERNESS, IL

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

The Inverness Golf Club, a member-owned, full-service, family-focused private club, is seeking a General Manager/COO who embodies and demonstrates a confident servant leadership style with an emphasis on team development, organizational consistency, process and procedure development, and financial management skills while maintaining the highest levels of member satisfaction and retention.

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

INVERNESS GOLF CLUB

Inverness Golf Club is a private, member-owned Club located in Inverness, IL a prominent suburb Northwest of Chicago. Established as a retreat for employees of the Cudahy Packing Company in the 1920's, Inverness Golf Club is steeped in tradition. The 18-hole par 72 golf course that measures 6,767 yards challenges golfers of all levels with its rolling terrain and slippery greens. In addition to the golf course, the Club amenities include two distinct dining options, four Har-Tru tennis courts, four pickleball courts, four heated paddle courts, an outdoor heated pool, and a Junior Sports Program that includes Golf, Racquets, and Swimming. The friendly staff and exemplary service are a hallmark of the Inverness tradition.

Inverness Golf Club has recently completed a nine-million-dollar renovation of the clubhouse and the building of a Racquets Center (Centre Court) that includes the new pickleball courts, heated paddle tennis courts, a new full-service restaurant, bar, and two state-of-the-art golf simulators.

INVERNESS GOLFCLUB BY THE NUMBERS:

- 368 Total Members: 218 Regular, 57 Social, 93 Other
- \$5.5M Gross Revenue
- \$2.7M Annual Dues Revenue
- \$2M F&B Revenue
- \$40,000 Initiation Fee
- 100 Employees (FTE) in-season; 50 off-season
- 15 Board Members, 9 Committees
- 55 Average Age of Members

INVERNESS GOLF CLUB MISSION:

The Inverness Golf Club is the Northwest Suburb's premier country club, providing family-oriented social experiences, challenging golf, exceptional service, gourmet dining, and a top-notch racquets program. The Club also offers a seasonal resort-style pool with events for children and adults alike. Our welcoming environment provides extraordinary opportunities for Members' families and their guests.

CLUB NAME WEB SITE: [INVERNESS GOLF CLUB](#)

GENERAL MANAGER/COO POSITION DESCRIPTION

The General Manager/COO (GM/COO) has responsibility for all day-to-day operations of Inverness Golf Club (IGC). S/he directs and administers all aspects of the operations including amenities, staff, and all programs and activities to ensure outstanding service and member and guest satisfaction.

BE A VISIONARY

- Must be a courageous thought partner for the Board, recognizing the importance of keeping IGC on the cutting edge of golf club excellence by having a keen understanding of current and future trends, demographics, and legislative, economic, technological, and social issues.

FINANCIAL MANAGEMENT

- Must have sound financial management skills including the ability to oversee the preparation and management of annual operating and multi-year capital budgets supporting the strategic and tactical initiatives and expectations that s/he has established with the Board.
- Is ultimately responsible to ensure that appropriate safeguards and controls are in place for all IGC's primary assets (membership, staff, amenities, etc.), whether it is for physical safety purposes or for the protection and long-term financial success of the Club.

MEMBER, BOARD, AND COMMITTEE RELATIONS

- Lead the Board and Club Committees in setting policies and strategies to achieve the Club's goals and objectives in accordance to industry best practices.
- 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 IGC. Must be visible and available to his/her membership. Recognize that the *Member Experience* and meeting the expectations of IGC members is of critical importance to his/her long-term success.

EMPLOYEE RELATIONS

- 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. Set standards of performance for all departments, and hold them accountable for maintaining these standards within IGC, most especially in member service areas.
- Must be a servant leader committed to leading by example, advocating for the staff and maintaining a highly visible management style understanding that the staff is the club's #1 asset.
- Maintain an environment and overall atmosphere for management/staff that promotes and values appropriate and responsible contributions to IGC's success. Ensure that all staff are focused on positive, supportive relationships amongst themselves and with the membership.

COMMUNICATION

- Will be a primary *two-way* conduit for information exchange, and must be consistent, positive, and able to *engage* in this process. S/he must be a true listener who places great importance on personal interactions with all constituencies of IGC.
- Experience in developing a communication platform using contemporary media (website, apps, social media, etc.) is desirable.
- 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 the Club are being recognized and achieved.

FOOD AND BEVERAGE

- Assures excellent food and beverage production and service for all outlets.
- Consistently provides superb dining and other food and beverage experiences for the Club members and guests.

- Develops and enhances consistent on-boarding and training programs for all personnel, working as necessary with the managers directly responsible for those operations; has a passion and aptitude for teaching and training.
- Establishes and consistently enhances quantity and quality operating standards for personnel in areas of responsibility, and consistently evaluates their knowledge, understanding, and execution to these standards.
- Clearly understands the financial metrics for successful attainment of goals and objectives in F&B operations, and consistently reviews these expectations with his or her direct reports to ensure understanding and 'buy-in' from those contributing to their attainment.

CANDIDATE QUALIFICATIONS

- A minimum of 5-7 years of progressive leadership/management experience having a consistently upward tracking leadership experience in a contemporary business model club or similar hospitality operation known for high service standards. *The club prefers a current GM/COO but will consider both current GM/COOs, as well as those "rising stars" with the necessary potential, but who are currently in exceptional club environments as an Assistant General Manager, Club Manager, or having similar responsibilities.*
- Strong management skills with verifiable strengths in team development, financial performance, diverse recreational amenity management, quality food & beverage programming, exceptional member/guest service programming, strategic planning, renovations, and project management.
- The ability to consistently define and achieve goals and objectives.
- Proven and verifiable leadership qualities with demonstrated ability to direct, coordinate, and control all facets of a busy, full service country club.
- A network of professionals in a wide range of functional skills and disciplines within the hospitality industry that might benefit IGC.
- 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 and professionalism.
- A confident, diplomatic, and competent professional who is a *doer* and take-charge person and who recognizes the importance of accountability. A creative problem solver who commands respect through professional interactions and integrity.
- Possessive of strong organizational skills and an obsession with details necessary to achieve high levels of quality, satisfaction, and outstanding member experiences.
- A charismatic individual with a personality and style that is commensurate with the culture and expectations of a friendly, fun, and supportive membership and team of associates.

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.
- Industry certifications preferred but not required, preferred designations: CCM, CCE, CMC, PGA

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 AND 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. Please be sure your image is not present on your resume or cover letter; that should be used in your LinkedIn Profile.

Prepare a thoughtful cover letter addressed to Inverness Golf Club search committee/Mr. Greg Baur, Search Chairman, and clearly articulate your alignment with this role and why you want to be considered for this position at this stage of your career and why IGC and the Inverness area will be beneficial to you, your family, your career, and the Club if selected.

You must apply for this role as soon as possible but no later than Friday, February 24, 2023. Candidate selections will occur early March with first interviews expected in Mid March and second interviews a short time later. The new candidate should assume his/her role in mid April.

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

“Last Name, First Name Resume” &

“Last Name, First Name Cover Letter - Inverness Golf Club”

(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 Katy Eliades: katy@kkandw.com

Search Executives:

Sam Lindsley, Search & Consulting Executive

sam@kkandw.com

216-509-2250 (M) - Medina, OH

Thomas B. Wallace III, CCM, CCE, ECM, Partner

tom@kkandw.com

412-670-2021 (M) – Strongsville, OH