

KOPPLIN KUEBLER & WALLACE

THE MOST TRUSTED NAME IN EXECUTIVE SEARCH AND CONSULTING

GENERAL MANAGER/CHIEF OPERATING OFFICER PROFILE: IVANHOE CLUB IVANHOE, IL

The General Manager/Chief Operating Officer Opportunity at Ivanhoe Club

The Ivanhoe Club, a member owned private club, is seeking a General Manager/Chief Operating Officer who defines and demonstrates a management and leadership style, and promotes a culture that results in Member satisfaction and employee engagement while consistently meeting the annual and long-range financial and strategic goals of the Club.

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

Ivanhoe Club & Community

The Ivanhoe Club, located in Ivanhoe, Illinois, north of Chicago, was recently named a "Distinguished Club" by *BoardRoom* Magazine. They are honored to be part of an exclusive group recognized for providing an excellent member experience.

The Ivanhoe community offers a peaceful golf course setting with impressive schools and numerous shopping and recreational opportunities. And there are Metro rail line stations nearby that offer access to Chicago's Loop.

The club offers a world-class, 27-Hole Golf Course, an active tennis program, pristine swimming facilities, multiple dining options, first class service, and social events and family activities. The community, camaraderie, and lasting memories gained here are unmatched and invaluable.

Ivanhoe's 27 holes offer a course unlike any other in the Midwest. Consisting of three distinct nines, Forest, Prairie, and Marsh, Ivanhoe offers a thoughtfully developed facility to accommodate play at any level. This Arthur Hills designed course is consistently ranked among the top 20 courses in Illinois by *Golf Digest*, and offers an incredibly diverse typography and aesthetic. The Marsh and Forest hole nines have been named by *Golf Magazine* among the top prettiest finishing holes in golf. Additional amenities include comprehensive practice facilities, Award-Winning PGA instructional staff, and lavishly appointed locker rooms with inviting Men's and Ladies' 19th Hole Lounges ideal for post round camaraderie.

The three-level clubhouse is designed to provide a range of spaces for relaxation, socialization, and dining. Ivanhoe Club prides itself on providing the best in selection, seasonality, and service. Ivanhoe Club offers its members dining for all occasions and cuisine that appeals to all ages. With a number of different theme nights offered throughout the week as well as monthly specials, there is always something different to choose from. They also offer great dining options for special events and holidays such as Mother's Day Brunch, Easter Brunch, Fourth of July, Halloween, Thanksgiving, Holiday Brunches, and much more!

From Memorial Day to Labor Day, members and their guests can enjoy the impeccably maintained competition-size pool. Just steps from the Clubhouse, the pool provides convenient access to locker rooms in addition to the indoor, poolside changing rooms. Even more unique is the Ivanhoe Cabana House offering a wide array of food and beverages. Members also enjoy Ivanhoe Club's family oriented pool events with programming geared toward all ages.

Ivanhoe Club offers tennis programs for all ages and ability levels, featuring four Har-tru clay courts. Additional amenities include a full-service Tennis Pro Shop with indoor lounge offering a full range of equipment and 24-hour restringing services.

With over 160 Member events per year, there is always something going on at Ivanhoe Club. Excellence is the only standard when it comes to the course, facilities, dining, and service from the highly recognized professional staff.

Please visit the website at: www.ivanhoecub.com

IVANHOE CLUB BY THE NUMBERS:

- 476 Total Members: 313 golf, 91 social, 45 sport, 27 other
- \$6.1M Gross volume
- \$2.6M Annual dues volume
- \$1.8M F&B volume
- \$12,500 Initiation fee
- \$10,140 Annual dues
- 98 Employees (FTE) in-season; 36 off-season
- 16 Board members
- 56 Average age of members

GENERAL MANAGER/CHIEF OPERATING OFFICER POSITION DESCRIPTION

The General Manager/Chief Operating Officer (GM/COO) has responsibility for all day-to-day operations of Ivanhoe Club (IC). S/he directs and administers all aspects of the operations to include 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 IC on the cutting edge of golf club excellence by having a keen understanding of current and future trends, demographics, legislative, economic, and social issues. S/he should be decisive and set aggressive goals and objectives to ensure the Club's current and future success.

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 IC'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 RETENTION AND RECRUITMENT

- Must lead IC's membership recruitment and retention efforts. It is very critical that s/he understands the local market and economy. The candidate has to 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 that their initial experience with IC results in constant use of the Club.
- 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.

STRATEGIC PLANNING

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

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 IC. Must be visible and available to his/her membership. Recognize that the *Member Experience* and meeting the expectations of IC members is of critical importance to his/her long term success.
- Active participant at Board and Club Committee meetings to set policies and strategies to achieve the Club's goals and objectives.

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 IC, most especially in member service areas.
- Maintain an environment and overall atmosphere for management/staff that promotes and values appropriate and responsible contributions to the IC'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 IC.
- 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 food service 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/Chief Operating Officer, 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 with 98 full time staff members and a \$6.1M operating/capital budget.
- A network of professionals in a wide range of functional skills and disciplines within the hospitality industry that might benefit IC.
- 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 sense of humor* 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

SALARY:

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

Preparing a thoughtful cover letter, clearly articulating your alignment and "fit" with the above noted expectations is required. Your letter should be addressed to Mr. David Scudder, President, and Ivanhoe Club Search Committee and clearly articulate why you want to be considered for this position at this stage of your career and why Ivanhoe Club and the Ivanhoe area will be beneficial to you, your family, your career, and the Club if selected.

Expressions of interest in this manner should be conveyed to our Firm no later than September 15, 2021. Candidate selections will occur in late September and first interviews are expected to occur in mid-October, final selections will likely be made in late-October with the successfully selected candidate starting in November 2021.

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

"Last Name, First Name Resume" &

"Last Name, First Name Cover Letter Ivanhoe Club"

(These documents should be in Word or PDF format)

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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