

# KOPPLIN KUEBLER & WALLACE

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## **GENERAL MANAGER/COO PROFILE WACHESAW PLANTATION CLUB MURRELLS INLET, SC**

### **THE GENERAL MANAGER/COO OPPORTUNITY AT WACHESAW PLANTATION CLUB**

Wachesaw Plantation Club is seeking a positive, energetic and highly capable professional who has strong leadership experience to be their General Manager/COO. The candidate must be one who embodies and demonstrates a confident servant leadership style that promotes a positive culture with an emphasis on process and procedure development, organizational consistency, team 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.](#)

### **WACHESAW PLANTATION CLUB**

Founded in 1985 as the premier private country club community on South Carolina's Hammock Coast, Wachesaw Plantation Club offers members an exclusive but inviting active lifestyle with Tom Fazio designed Golf, Tennis, Waterfront Dining, and Swimming Complex.

Wachesaw Plantation was developed on the banks of the Waccamaw River. For thousands of years these banks were inhabited by nomadic Indians, that only left behind small hints to their existence. Wachesaw Plantation was once the site of two 19<sup>th</sup> century rice plantations. Although today Wachesaw Plantation is a private residential golf community; you cannot help but notice and feel the history of days past when driving through the aesthetically pleasing neighborhood. The developers of Wachesaw Plantation managed to capture and restore much of the history of this property through archaeological research.

The Golf Course at Wachesaw was designed to take advantage of the site's inherent beauty and interesting elevation changes not typically found in the Carolina Low Country. The unexpected rolling fairways are thoughtfully designed to weave through the giant oaks strategically placed on the course. This unique setup provides golfers of varying skill a memorable and challenging, yet enjoyable experience.

The Pool Complex offers the perfect place to enjoy beautiful South Carolina summer days. The Tennis Center features eight well maintained HarTru courts five of which are lighted.

The breathtaking setting of the Club offers Members a dining experience like nothing else. The center of social activity and dining, Kimbels is nestled amid giant oaks draped with Spanish moss. The Clubhouse Tavern is a gathering place for members to mingle, relax, and share conversation. Magnolia's, located between the 1st and 10th tee boxes at the Pool Complex, is a convenient spot for breakfast, lunch or a quick bite at "the turn."

### **WACHESAW PLANTATION CLUB BY THE NUMBERS:**

- 25,871 Rounds of Golf Annually
- 700 Current Membership
- \$4.8M Gross Volume
- \$2.2M Annual Dues Volume
- \$1.4M F&B Volume
- 45 Full-Time Employees; 10 PT Seasonal Employees
- 1.8M Gross Payroll

- 9 Board Members
- 63 Average Age of Members

**WACHESAW PLANTATION CLUB WEB SITE:** [www.wachesaw.com](http://www.wachesaw.com)

### **GENERAL MANAGER/COO (GM/COO) JOB DESCRIPTION**

The GM/COO has full responsibility for all aspects of operations at Wachesaw Plantation Club, effectively managing all resources and reporting to the Board of Directors and the Club President. The GM/COO will lead the management team, directly supervising the Executive Chef, Director of Finance, Tennis Professional, Golf Professional, Golf Course Superintendent, Director of Member Relations, Catering and Events Manager and Facilities Manager. The GM/COO will indirectly supervise all employees of the club while promoting a positive, engaging and highly competent service culture in all operations.

The GM/COO is expected to be an interactive “thought partner” with the Board and Committees, working closely with both groups as collectively they make decisions and set strategic direction for the long-term well-being of the membership. Like many clubs, Wachesaw Plantation Club has several new, younger members with families, and the balance of tradition with relevance to today’s member needs and expectations is a critical success factor. The overriding expectation is to “set the standard for consistent, high quality member and guest experiences,” recognizing that such outcomes start with strong team development and engagement.

Additionally, the new GM/COO must be a professional and highly respectful in his/her personal style, demeanor and presence, and someone who recognizes and is comfortable interacting with all demographics of members, staff and other constituents who contribute to the success of the Club; name recognition is a foundation of such success and this style must be a core competency of the top executive.

Transparency, honesty, and direct feedback are highly valued. Attention to detail and having necessary and appropriate follow up skills are important personal characteristics. A proven, thoughtful “listener” is desired, as well as someone who is highly approachable, appreciative of input and able to appropriately “filter” such input to implement the Club’s goals and objectives.

### **KEY ATTRIBUTES AND AREAS OF FOCUS**

The successful General Manager/COO will demonstrate:

- Strong leadership and a strategic approach to management in all areas of the club.
- An ability to access and proactively initiate process and procedures in identified areas of the club operation.
- A collaborative relationship with the board recognizing the need to institute best practices in club management.
- A proactive, member focused leadership style that promotes staff and membership engagement.
- Show patience, observe, listen, ask questions and learn about the culture and heritage of Wachesaw Plantation Club and the surrounding community.
- Superior communication skills, exuding energy and creativity.
- Disciplined follow up to complete team goals and objectives in a timely manner.
- Attentiveness to member services and satisfaction while also developing clubhouse staff.
- Strong understanding of superb dining and other food and beverage experiences for the club members and guests.
- Demonstrated financial management experience with effective oversight of the annual operating budget.
- Continual visibility to members and staff as the face of the club.
- Understands the importance of and can leverage web, social media tools to communicate with the staff and membership.
- Ability to effectively lead, mentor and develop department heads and staff with a continued professional development plan.
- Cultural development through good hiring, training, communication, and developing a strong team work ethic.

- Ability to build a strong board and committee relationship, working to create a strong bond and communication exchange of diplomatic openness.

## **DUTIES AND RESPONSIBILITIES:**

### Member Services

- Gets to know the members, their families, and their desires.
- Provides quality leadership and a positive upbeat image for the Club and its amenities. Leads with the dictate to provide members with premier service in casual and fine dining, recreational excellence, quality products, and an exciting calendar of club events. Maintains detailed records on events.
- Apply best practices in club organizational management providing process and procedure in identified areas.
- Plans his/her work schedule to be personally visible and readily accessible to members and their guests at the right times and in the right places.
- Assures the smooth, efficient daily operation of the club to provide the members and guests with an environment of excellence in hospitality.
- Oversees a top-rated food and beverage operation, with appealing menus, properly priced, and featuring exemplary service.
- Addresses and resolves member complaints and suggestions, in such areas as general service, athletic programs, employee attitude, maintenance, and cosmetic appearance of the facility.

### Employee Relations

- Creates and emphasizes a “one team” culture with all department heads and staff.
- Acts as a mentor and developer of professional talent with the staff.
- Initiates employment programs and recruitment efforts that result in the club being viewed as sought after place to work, especially for wait staff and entry level employees.
- Interacts with department managers pursuant to the appraisal, discipline, and/or discharge, of any employee.
- Provides for the training and further development of all department heads and other personnel. Creates an environment of true team spirit among the staff.
- Ensures that a positive and healthy working environment exists throughout the club, one that is free of safety risks and all forms of employee harassment.

### Financial Management

- Prepares annual operating plan and capital budgets and, after Board approval, manages and controls the operations to attain the desired results.
- Provides input to all department heads, professional staff, and key personnel, projecting and developing budgets, capital spending plans, fiscal controls, and operational guidelines.
- Installs controls and cost-effective procedures related to employee payroll, purchases, inventories, and supplies.
- Maintains an up-to-date management information system which can be counted on for timely and accurate information for all parts of the club.

### Communications

- Develops ongoing dialogue and rapport with club members through recognition, communication, the club’s newsletter, and follow through. Assures satisfactory communications between the club members and employees.
- Coordinates a program for the orientation of new members, Board members and staff.

## **CANDIDATE QUALIFICATIONS**

- A minimum of 5 years of verifiable, progressive leadership and management experience in an active, private member focused club environment or an equivalent combination of related education and experience.
- A verifiable 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, tennis, 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 Degree is highly desirable, preferably in Hospitality Management or Business.
- In lieu of the degree, substantial private club or hospitality experience will be considered.
- Certified Club Manager (CCM) designation preferred but not a must.

## **CLUB COVID REQUIREMENTS**

This club does not require staff to be fully vaccinated as a provision of employment.

## **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 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 on your LinkedIn Profile.

**Prepare a thoughtful cover letter addressed to Wachesaw Plantation Club search committee/Mr. Bob Lowe, President of the Board** 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 WPC and the Murrells Inlet 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 Monday, May 23, 2022. Candidate selections will occur early June with first interviews expected in June 2022 and second interviews a short time later. The new candidate should assume his/her role in early July.***

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

“Last Name, First Name - Resume” &

“Last Name, First Name - Cover Letter – Wachesaw Plantation 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](mailto:katy@kkandw.com)

## **Lead Search Executive:**

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