

GENERAL MANAGER/COO PROFILE: MT. HAWLEY COUNTRY CLUB PEORIA, IL

THE GENERAL MANAGER/COO OPPORTUNITY AT MT. HAWLEY COUNTRY CLUB

Mt. Hawley Country Club is seeking a positive, energetic, and highly capable professional who has strong leadership experience to be their General Manager/COO. Mt. Hawley Country Club is a member-owned, full-service, family-focused private club in Peoria, IL located with a commanding view of the scenic Illinois River. The new GM/COO will oversee all operational activities while the board and committees focus on strategic initiatives. The candidate must embody and demonstrate a confident servant leadership style that promotes a positive culture with an emphasis on process and procedure development, organizational consistency, team development, strategic planning, and financial management skills while maintaining the highest levels of member satisfaction and retention. Visibility and member engagement are critical, as is having the ability to positively guide the Board and Committees as well as the staff in a professional, respectful, and diplomatic manner.

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

MT. HAWLEY COUNTRY CLUB & PEORIA ILLINOIS

Founded in 1922 high above a lush green valley on the banks of the Illinois River, the MHCC clubhouse sits with a panoramic view of the area. Members and guests now enjoy a wide variety of amenities, including three dining areas, five banquet rooms, a swimming pool complex with slide and cabanas, tennis and pickleball courts, bocce, and a beautiful 18-hole golf course. Capital improvement projects for 2025 include golf course bunker renovations, pool improvements, furniture replacement, and the building of two new tennis and six pickleball courts.

Peoria, Illinois, is a mid-sized city located along the Illinois River in central Illinois. It is the oldest European settlement in the state and serves as a regional hub for commerce, healthcare, and education. Peoria has a diverse economy, historically anchored by manufacturing, with Caterpillar Inc. having been headquartered there for decades. The city offers affordability, good school systems, and midwestern sensibilities. Additionally, Peoria features a vibrant arts and cultural scene, with attractions like the Peoria Riverfront Museum, the Peoria Civic Center, and the Peoria Zoo. It is also home to Bradley University and boasts numerous parks, outdoor activities, and riverfront entertainment.

MT. HAWLEY COUNTRY CLUB BY THE NUMBERS:

- 361 Total Members, 174 Regular, 114 Social
- Approximately \$4M Gross volume
- Approximately \$1.9M Annual dues volume
- Approximately \$1.3M F&B volume
- \$5,000 Initiation fee
- 50 FTE, 80 Seasonal
- 10 Board members
- POS – Jonas

MT. HAWLEY COUNTRY CLUB WEB SITE: mthawleycc.com

GENERAL MANAGER/COO POSITION DESCRIPTION

The General Manager/COO has full responsibility for all aspects of operations at Mt. Hawley Country 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 Food and Beverage department, Controller, Golf Professional, Golf Course Superintendent, and Facilities Property Operations, HR/Member Relations, and Events Coordinator. 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, Mt. Hawley Country Club has many new, younger members with families, and the balance of tradition with relevance to today’s members’ needs and expectations is a critical success factor. Taking the club into the future in a thoughtful way is a major goal.

Additionally, the new GM/COO must be 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.

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:

- Show patience, observe, listen, ask questions, and learn about the culture and heritage of Mt. Hawley Country Club, its membership, and its staff.
- Possess a proactive, member-focused leadership style that promotes staff and membership engagement that leads to attraction and retention of both.
- Show an ability to effectively lead, mentor, and develop department heads and staff with a continued professional development plan.
- Demonstrate an ability to build a strong board and committee relationship, working to create a strong bond and communication exchange of diplomatic openness.
- Act as a “thought partner” with the board to bring the best club-specific leadership practices to the forefront of the MHCC operating model.
- Superior communication skills, exuding energy, and creativity both up and down the organizational chart.
- Evaluate current F&B operations and develop an operational plan to optimize member satisfaction and control costs. F & B operations are important to the membership and meeting the majority of members’ expectations in this area is an important success factor. Service standards and consistent delivery thereof are important areas of focus.
- Evaluate the current use of the Jonas POS system and take steps to capture, maximize, and use the pertinent data to make operational decisions.
- Attentiveness to member services and satisfaction while also developing clubhouse staff.
- Maintain continual visibility to members and staff as the face of the club.
- Understand the importance of and can leverage web, and social media tools to communicate with the staff and membership.
- Possess strong leadership skills and a strategic approach to management in all areas of the club.
- Demonstrate an ability to access and proactively initiate processes and procedures in identified areas of the club operation.
- Disciplined follow-up to complete team goals and objectives in a timely manner.
- Demonstrated financial management experience with effective oversight of the annual operating budget.

CANDIDATE QUALIFICATIONS

- A minimum of 5-7 years of progressive leadership/management experience, having 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 "rising stars" with the necessary potential 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 growth and 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.
- A network of professionals in a wide range of functional skills and disciplines within the hospitality industry that might benefit MHCC.
- A *Team Builder*. A person who embodies the persona of ultimate coach, motivator, and builder of leaders, 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 take-charge person who recognizes the importance of accountability. A creative problem solver who commands respect through professional interactions and integrity.
- Possesses strong organizational skills and an obsession with details necessary to achieve high levels of quality, satisfaction, and outstanding member experiences.
- A charismatic individual with an operating 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 a degree, substantial private club or hospitality experience will be considered.
- Industry certifications preferred but not required; preferred designations are CCM, CCE, CMC, PGA

EMPLOYMENT ELIGIBILITY VERIFICATION

In compliance with federal law, all hired employees must verify their identity and eligibility to work in the United States and complete the required employment eligibility verification form upon hire.

SALARY AND BENEFITS

Salary is open and commensurate with qualifications and experience. The club offers an excellent bonus and benefit package, along with the typical CMAA benefits. *Salary Range: \$150,000 – \$175,000.*

INSTRUCTIONS ON HOW TO APPLY

Please upload your resume and cover letter in the order listed using the link below. When prompted for them during the online application process, you should have your documents fully prepared to attach. Please be sure your image is not on your resume or cover letter; it should be used on your LinkedIn Profile.

Prepare a thoughtful cover letter addressed to Mt. Hawley Country Club search committee/Mrs. Julie Hammond, Search Chair, 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 MHCC and the Peoria 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, March 21, 2025. Candidate selections will occur in early April, with the first Interviews expected in mid-April and the second interviews a short time later. The new candidate should assume his/her role in June 2025.

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

“Last Name, First Name Resume” &
“Last Name, First Name Cover Letter - Mt. Hawley Country 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 Holly Weiss: holly@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) – Cleveland, OH