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GENERAL MANAGER/CHIEF OPERATING OFFICER PROFILE: RIDGEMOOR COUNTRY CLUB HARWOOD HEIGHTS, IL

THE GENERAL MANAGER/CHIEF OPERATING OFFICER OPPORTUNITY AT RIDGEMOOR COUNTRY CLUB

Ridgemoor Country Club is a member-owned, full-service, family-focused private club in Harwood Heights, IL. The club is seeking a positive, energetic, and highly capable professional who has strong leadership experience at a verifiably well-run and well-regarded club. The future General Manager/Chief Operating Officer must demonstrate team-building skills and financial literacy and possess proven best-practice skills in club leadership. Having an intuitive strength in building consensus, setting clear goals and objectives, and executing effectively to these well-defined targets, and doing so with a strong and natural “mentorship” style are required. Visibility, member engagement, and authentic enjoyment of building member relationships 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.](#)

RIDGEMOOR COUNTRY CLUB

Officially opened in 1905, Ridgemoor Country Club is a full amenity, family-friendly country club with a resort-style swimming pool with a splash pad, slide, and diving board. Members also enjoy two Har Tru clay tennis courts, three pickleball courts, and a championship golf course with a large full-sized driving range, expansive manicured short game practice area with putting greens, and off-season golf simulators.

Golf has always been at the forefront of Ridgemoor and the greatest competitive moment in its history came to fruition in 1942. The Hale America National Open was arranged to replace the United States Open which was canceled due to World War II and would be staged at Ridgemoor Country Club. Ben Hogan's 17 under par 271 across the four days, including a course record 62 in the second round, captured the Hale America title.

Ridgemoor Country Club members enjoy multiple dining options including indoor and outdoor options with poolside and panoramic views of the golf course. Banquet and event facilities accommodate small and large events for the members and their guests.

RIDGEMOOR COUNTRY CLUB BY THE NUMBERS:

- 413 Total Members: 260 Golf, 49 Social, 104 Other
- Approximately \$8.9M Gross volume
- Approximately \$3.4M Annual dues volume
- Approximately \$2.4M F&B volume
- \$85,000 Initiation fee
- 140 Employees (FTE) in-season; 35 off-season
- 13 Board members
- 52.7 Average age of members

RIDGEMOOR COUNTRY CLUB WEB SITE: www.ridgemoorcc.com

GENERAL MANAGER/CHIEF OPERATING OFFICER POSITION DESCRIPTION

The General Manager/Chief Operating Officer (GM/COO) has responsibility for all day-to-day operations of Ridgemoor Country Club (RCC). S/he directs and administers all aspects of the operations, including oversight of amenities, staff, and all programs and activities to ensure outstanding service and member and guest engagement and satisfaction.

STRATEGIC PLANNING

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

BE A VISIONARY

- Must be a courageous thought partner for the Board, recognizing the importance of keeping RCC at the forefront of golf club excellence by having a keen understanding of current and future trends, demographics, and 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 while maintaining the brand of RCC.

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 for ensuring that appropriate safeguards and controls are in place for all of RCC's primary assets (membership, staff, amenities, etc.), whether for physical safety purposes or the protection and long-term financial success of the Club.

MEMBER, BOARD, AND COMMITTEE RELATIONS

- Ensure that member satisfaction is always the top 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 Member Experience at RCC. Must be visible and available to his/her membership.
- Active participant at Board and Committee meetings, helping to recommend and set policies and strategies to achieve the Club's goals and objectives.

EMPLOYEE RELATIONS

- Must be a servant leader committed to leading by example, supporting, guiding, and developing the staff, maintaining a highly visible management style understanding that the staff is a key asset.
- 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, most importantly in member service areas.
- Maintain an environment and overall atmosphere for management/staff that promotes and values appropriate and responsible contributions to RCC's success. Ensure that all staff are focused on positive, professional, 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 RCC.
- Experience in enhancing communication platforms 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 recognized, upheld, and achieved.

FOOD AND BEVERAGE

- Assures excellent food and beverage production and service for all venues.
- Consistently provides superb dining and other food and beverage experiences for the Club members and guests.
- Develops and enhances consistent onboarding 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 the successful attainment of goals and objectives in F&B operations, and consistently reviews these goals with 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 "rising stars" with the necessary potential, 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 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.
- Proven and verifiable leadership qualities with demonstrated ability to direct, coordinate, and control all facets of a busy, full-service country club with 140 full-time staff members (in season) and an \$8.9M operating budget.
- A network of professionals in a wide range of functional skills and disciplines within the hospitality industry that might benefit RCC.
- *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 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 offers an excellent bonus and benefit package, along with the typical CMAA benefits.

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 Ridgemoor Country Club search committee/Mr. Robert Wilhelm, 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 RCC and the Harwood Heights 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, July 12, 2024. Candidate selections will occur late July with first Interviews expected in early August 2024 and second interviews a short time later. The new candidate should assume his/her role in September 2024.

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

“Last Name, First Name Resume” &

“Last Name, First Name Cover Letter - Ridgemoor 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

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