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GENERAL MANAGER PROFILE: LOUISVILLE COUNTRY CLUB LOUISVILLE, KY

THE GENERAL MANAGER OPPORTUNITY AT LOUISVILLE COUNTRY CLUB

Louisville Country Club is seeking a positive, energetic and highly capable professional who has strong leadership experience to be their General Manager. The candidate must be one who embodies and demonstrates a confident servant leadership style that promotes a positive culture 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. The new General Manager will help lead the club through clubhouse renovations and help execute the long-range plan of the club that includes (pending member approval) the building of an impressive new Fitness and Racquet Center.

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

LOUISVILLE COUNTRY CLUB

The Louisville Country Club dates to 1908, being a continuation of the Louisville Golf Club. The Louisville Golf Club was organized in 1895 (incorporated March 19, 1897) by some enthusiastic sportsmen, and at that time a nine-hole golf course was laid out on the grounds at River Road and Zorn. A small clubhouse was built adjacent to the course, but it was for golfers only, and offered no services – other than a place to sit or change clothes.

The Country Club of Louisville was opened in March 1899. After much to-do by some golfers and others, it was decided to start a club in the “country” much to the consternation of most of the golfers who said no man would travel that far for a social club, and certainly no lady would dress up in her finery, ride the interurban “way out there,” then rock along in a wagonette drawn by mules from the station to the clubhouse to dine and dance. The Country Club of Louisville (the very first one in- or shall we say outside of – Louisville) by the summer of that year was considered a successful venture.

Construction of the present building began in 1909 and was completed the following year. On May 21, 1910, the new Louisville Country Club was formally opened, after a special viewing by members and guests a week earlier. Other facilities opened in 1910 were tennis courts, swimming pool and riding stable.

The Louisville Country Club, sitting beautifully on 180 acres of land continues to have 18 challenging holes of golf. The golf course was originally designed by Thomas Bendelow and was later influenced by Walter J Travis, a British amateur champion, three-time American amateur champion and runner-up in the U.S Open in the complete redesign of the first nine holes.

Also, for the enjoyment of the membership are 10 well maintained tennis courts, an indoor workout facility and a beautiful outdoor swimming pool. The high performing tenured Golf and Tennis professionals at LCC have developed programming that engages the entire membership. Also, the 43,720 square foot clubhouse features an Executive Chef of 10 years who oversees culinary for three dining rooms, a spectacular grand ballroom, cocktail lounge, three private dining rooms, two snack bars and two full-service outdoor patios.

MISSION

Louisville Country Club is a traditional family-oriented Club that provides the full Country Club experience, with a variety of activities for all ages in an engaging atmosphere of fellowship and congeniality.

LOUISVILLE COUNTRY CLUB BY THE NUMBERS:

- 14,398 Rounds of golf annually
- 510 Golf Members, 971 Total Membership
- \$50,000 Initiation fee
- \$6,516 Annual dues
- \$6.26M Gross volume
- \$4.1M Annual dues volume
- \$1.6M F&B volume
- \$3M Gross payroll
- 85 Full-time Employees; 35 Seasonal Employees
- 15 Board members
- 53 Average age of members

LOUISVILLE COUNTRY CLUB WEB SITE: www.loucc.net

GENERAL MANAGER (GM) JOB DESCRIPTION

The General Manager has full responsibility for all aspects of operations at Louisville Country Club, effectively managing all resources and reporting to the Board of Directors and the Club President. The GM will lead the management team, directly supervising the Clubhouse Manager, Executive Chef, Controller, Tennis Professional, Golf Professional, Golf Course Superintendent and Facilities Manager

The GM will indirectly supervise all employees of the club while promoting a positive, engaging and highly competent service culture in all operations.

The GM is expected 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, Louisville Country 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. Supporting and effectively working with many committees, which are an important part of Louisville Country Club’s long history and success, is a necessary and important skill set.

Leading the Club in a “CEO-like” manner is desired, recognizing that while bottom line performance is hugely important, 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.

The successful new GM at Louisville Country Club will need to have especially strong skills in “mentoring” and “holding accountable” a senior staff and group of meaningfully engaged employees. The Club membership has a high regard for its staff, and the enhanced continuance of a fully engaged, energized, well-trained, committed team is critical for continued success. The current staff has an unusually long tenure and enjoys a very strong approval rating from the members and their guests.

The new GM must understand that this is a “service first” club and keep this foremost in mind when it comes to budgeting and the entire financial process. The Board and membership also expect responsible and skillful management of Club operations.

Additionally, the new GM 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 basic foundation of such success and this style must be a critical 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 very 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 in order to implement the Club’s goals and objectives.

KEY ATTRIBUTES AND AREAS OF FOCUS

The successful General Manager will demonstrate:

- 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 Louisville Country Club and the surrounding community.
- Ability to act as a thought partner with the board and committees.
- 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.
- Strong leadership and a strategic approach to management in all areas of the club.
- 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.
- 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.
- Furthers his/her own continued development as a club management professional by participation in appropriate Club Managers Association of America (CMAA) seminars and conferences, and others as approved, thereby enhancing his/her value and quality of services to the membership.

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 and 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.
- Responsible for approval of contracts, all accounts payable, all labor cost payouts, and maintains them within the constraints of the budgets and through close coordination with the Board of Governors.
- 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.
- 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.

SALARY & BENEFITS

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

Preparing a thoughtful letter of interest and alignment with the above noted expectations and requirements is necessary. Your letter should be addressed to **Mr. Craig Grant , Search Chairman, Louisville Country Club , 25 Mockingbird Valley Trail Louisville, KY 40207** and clearly articulate why you want to be considered for this position at this stage of your career and why LCC and the Louisville area will be beneficial to you, your family, your career, and the Club if selected.

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

“Last Name, First Name Resume” &

“Last Name, First Name Cover Letter”

(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

Lead Search Executives:

Sam Lindsley
Search Executive, KOPPLIN, KUEBLER AND WALLACE
216-509-2250 (Cell) – Medina, OH
sam@kkandw.com

Thomas B. Wallace III, CCM, CCE, ECM
Partner, KOPPLIN KUEBLER & WALLACE
412-670-2021 (Cell) – Strongsville, OH
tom@kkandw.com