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GENERAL MANAGER/CHIEF OPERATING OFFICER PROFILE: NORTH SHORE COUNTRY CLUB GLENVIEW, IL

THE GENERAL MANAGER/COO OPPORTUNITY AT NORTH SHORE COUNTRY CLUB

North Shore Country Club is seeking a positive, energetic, and highly capable professional who has strong leadership experience to be their General Manager/COO. The club has traditionally operated under the model of direct board oversight of the senior managers and will now operate under the GM/COO model. The candidate must embody and demonstrate 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.

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

NORTH SHORE COUNTRY CLUB

The turn of last century brought a blossom of country clubs to the Chicago area, and North Shore Country Club was prominent among them. Founded in 1901, the current golf course and clubhouse were officially opened on Decoration Day of 1922, and by the end of that first year, North Shore's new home was host to some 300 members. In 1928, the Western Golf Association brought the Western Open Championship to the club. This proved to be the first of many prominent tournaments in the club's history. North Shore hosted the 1933 US Open and it turned into a truly historical event when amateur Johnny Goodman won the title from the professionals as he would be the last amateur winner of the Open. The Championship was an unqualified success followed by the U.S. Amateur Championships in 1939 and 1983. In more recent years the club hosted the 2011 and 2023 Western Amateur and the 2013, 2014, and 2015 PGA Champions' Tour Encompass Championship at this historic venue.

In 2016, North Shore completed a major \$8M renovation of its clubhouse, making it one of the finest in the Chicago area. In June 2017, the golf course underwent its major capital project with all of the greens being rebuilt to USGA standards and the bunkers being redone using the "Better Billy Bunker" method. In 2022, continuing to address the needs of the membership, the club completed a \$7M project that included a new pool, women's locker room and outdoor dining facility. A putting course and short game facility was also added for member and guest enjoyment. The course is beautifully light and can be played by all ages during the day or nighttime.

North Shore Country Club is "the" premier family country club in the north Chicago area with top-tier programming for its members and guests. Sports and athletics are also at the membership core. Golf is clearly the Club's primary "gem," but very active paddle, tennis, and swim teams are part of the fabric of the Club. Members also enjoy world-class cuisine in multiple dining venues including the clubhouse Grille Room, North Shore Room, and Poolside Grill with a magnificent patio and bar overlooking the golf course and snack shop.

Additionally, the club has significant capital projects on deck and will look to the GM/COO to assist in the development and implementation of these projects.

NORTH SHORE COUNTRY CLUB BY THE NUMBERS:

- Approximately 18,500 Rounds of Golf Annually
- \$105,000 Initiation Fee
- 300 Golf, 211 other category Members

- Approximately \$12.4M Gross Revenue
- Approximately \$7.75M Annual Dues Revenue
- Approximately \$3.2M F&B Volume
- Approximately \$7.7M Gross Payroll
- 9 Board Members, 3-year terms
- 55 Average Age of Members

NORTH SHORE COUNTRY CLUB WEBSITE: www.north-shorecc.org

GENERAL MANAGER/COO (GM/COO) JOB DESCRIPTION

The General Manager/COO has full responsibility for all aspects of operations at North Shore 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 Clubhouse Manager, Executive Chef, Director of Finance, Member Communications, HR Manager, Events Manager, Head Golf Professional, Grounds Superintendent, Director of Maintenance, Director of Racquets and Director of Agronomy. 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 assist in the continuation and completion of the Strategic Plan for the long-term well-being of the membership. Like many clubs, North Shore 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.

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; 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:

- 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 North Shore Country Club and its membership.
- 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.
- Consistent meaningful engagement with the members and staff.
- Understands the importance of and can leverage web, and 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 continued refinement of Mission, Vision, and Core Values for NSCC.
- The ability to apply best industry practices in hiring, training, communication, and development of a strong team.

- 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

- Get 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 of events.
- Apply best practices in club organizational management providing processes and procedures 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, golf 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 a sought-after place to work, especially for wait staff and entry-level employees.
- Interacts with department managers under 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 that can be counted on for timely and accurate information for all parts of the club.
- Actively looks for efficiency opportunities in all areas of operations.

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, 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 is preferred but not required.

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 including Professional Dues and Education expenses for CMAA and PGA members.

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 Mr. Scott Barnes - President 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 NSCC and the Glenview, IL 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, October 11, 2024. Candidate selections will occur in late October with the first interviews expected in early November 2024 and the second interviews a short time later. The new candidate should assume his/her role in January/February 2025.

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

“Last Name, First Name Resume” &

“Last Name, First Name Cover Letter – North Shore 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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