

CANDIDATE PROFILE

General Manager/COO
Glenbrook Club
Glenbrook, Nevada
www.glenbrookclub.com



[Watch a short video here.](#)

Organization

Glenbrook Club, one of the premier private clubs in Lake Tahoe, is nestled on the beautiful east shore in Glenbrook, Nevada. More than just a club—it's a gathering place for our unique and historic community. Glenbrook Club is committed to enhancing members' living experience in Glenbrook through a welcoming, family-friendly environment, engaging events and programming, top-quality culinary offerings and outstanding service. Our pristine 100-year-old golf course, the oldest in the state of Nevada, is a testament to our rich heritage, offers a quiet, peaceful outing with every round.

Glenbrook is the remainder of the once vast holdings of the Carson and Tahoe Lumber and Fluming Company, which once controlled over 50,000 acres of timber land in the Tahoe Basin and on the eastern slope of the Sierra. As a community, Glenbrook began its history in 1860 when Captain A. W. Pray built the Lake's first mill on the south side of Glenbrook Bay. The settlement, which evolved around this early mill, grew steadily under Pray's supervision for the next ten years. By 1881, Glenbrook was the largest lumber manufacturing town in Nevada, with production exceeding 20 million board feet a year and a population well more than one thousand. During the next two decades, timber was harvested from nearly every accessible area of the Lake and hauled to Glenbrook by tugboat for milling. Only a few thousand acres were left untouched by the end of the 1890s. With the depletion of timber and the decrease in demand for lumber by the Comstock mines in Virginia City as mine production waned; the direction of Glenbrook's future changed. In 1896, Duane Bliss, the principal architect of Tahoe's development, launched a new era with the christening of his new passenger ship, the S.S. Tahoe. Within a short time, this once little-known logging lake became the foremost mountain resort in the western United States.

Opening in 1907, the Glenbrook Inn became an exclusive summer getaway for those preferring an elegant yet understated vacation environment. The Inn's guest book, still on hand, bears witness to visits from Mark Twain, Rita Hayworth, Leland Stanford, Ulysses Grant and Clark Gable, among others. In 1926, Glenbrook opened its golf course. Golf Digest called it a beauty and the great Ben Hogan was a fan.

Glenbrook Club was established in 1990 and incorporated the Glenbrook Golf Course, Golf Shop and Restaurant facilities for its members. Glenbrook Club will celebrate its 100th Anniversary in 2026 and is evaluating several aspirational capital projects to begin fundraising and hosting social celebrations throughout the year. The Club has engaged a design firm to put together a new golf course irrigation design plan in 2025. The Club recently completed a \$1.1M golf course maintenance building with office space, an employee breakroom, and additional clubhouse storage. It also has a completed Capital Asset Evaluation detailing 20 years of capital replacement costs and financial modeling.

The Club's 9-hole golf course opens May 1 through mid-October and offers full restaurant operations and an outdoor bar from Memorial Day Weekend through September. Winter Dining is offered on Friday and Saturday nights from Thanksgiving through March.

Glenbrook Club Details:

- Annual Rounds of Golf: 6,500
- Initiation Fee: \$35k Resident, \$50k Non-resident
- Annual Dues/Fees (Regular Equity Members): \$5,500
- Members: Approximately 272 in All Categories
- Gross Revenues: \$2.1M
- Annual Club Dues Revenue: \$1.1M
- Annual F&B Revenue: \$645k
- Full-Time Employees: 4
- Committees: 5
- Board Members Serving 3-Year Terms: 10
- POS/Accounting Software: Club Essential
- Web Host: ForeTees

Mission Statement

Glenbrook Club is a gathering place for our community. It is committed to being one of the premier private clubs in Lake Tahoe and to enhancing its members' unique experience of living in Glenbrook.

Position Overview

The General Manager will oversee all aspects of the Club's operations and facilities and report to the Club's Board and President. The position is year-round, as many projects require significant time during the off-season. The Club has experienced professionals as Department Heads, overseeing the restaurant and golf course.

Responsibilities

- Oversee all aspects of daily Club operations, including the golf course, golf shop, restaurant, and any other facilities or amenities, ensuring they are well-maintained, organized and adhere to high cleanliness and safety standards.
- Develop and implement effective operational policies, procedures and guidelines to optimize efficiency and enhance the overall member and guest experience.

- Manage the Club's budget and financial performance, overseeing revenue generation, expense control, bill payments and reporting.
- Collaborate with the finance team to prepare budgets, forecasts and financial analyses and make strategic recommendations to the Club's Board of Directors.
- Build and maintain positive relationships with Club members, attending to their needs, feedback and concerns to ensure high member satisfaction.
- Implement initiatives to attract new members and retain existing ones, promoting a sense of community and camaraderie among the membership.
- Recruit, train and supervise a professional team of staff members for various Club departments, including golf, restaurant and administration.
- Conduct performance evaluations, provide constructive feedback and promote professional development opportunities for staff.
- Coordinate and oversee special events, tournaments and social programs and create new ones as needed, ensuring they are well-organized, engaging and aligned with the Club's image and values. The Club is looking for a candidate who can bring creative ideas to further promote a positive member experience.
- Collaborate with the Golf Pro, Food and Beverage team and event planners to deliver outstanding experiences for members and guests.
- Ensure compliance with all relevant local, state and federal regulations, including health, safety and environmental standards.
- Stay updated with industry trends and best practices, adjusting operations as necessary.
- Manage all member communications and marketing to promote the Club's offerings, events and programs. Channels include weekly e-newsletters (during the summer season), digital media, print and community outreach.
- Preparing communication decks for recurring Club Board meetings which provide overviews of current and projected financials and other important Club matters.

Requirements

- Bachelor's degree in Business Administration (preferred), Hospitality Management or a related field (Master's degree a plus).
- Proven experience as a General Manager or similar leadership role within a private club, luxury resort or upscale hospitality establishment.
- Strong knowledge of golf course management, food and beverage operations and event planning.
- Strong wine knowledge is important, with Sommelier accreditation a plus.
- Excellent financial acumen with the ability to analyze data, prepare budgets and manage expenses effectively.
- Exceptional interpersonal and communication skills focusing on customer service and member relations.
- Proficient in staff management, training and development.
- Ability to work collaboratively with the Board of Directors and other stakeholders.
- Passion for the hospitality industry and a commitment to delivering exceptional experiences.
- Understanding of the unique dynamics of a private club and the ability to maintain its exclusivity and privacy.
- The General Manager role is a full-time, year-round position.
- Flexibility in working hours is essential, as the role may require availability during evenings, weekends and holidays, especially during peak seasons and events.

- The position will be based at Glenbrook Club in Glenbrook, Nevada, with occasional off-site meetings or travel as necessary.

Qualifications

- A minimum of 7-10 years of progressive leadership/top-level general management experience in a high-quality, private member-owned club with multi-dimensional operations or operations outside of the club industry of similar dynamic, quality and relevant operation.
- The Club will consider well-mentored “rising stars” (AGMs), but only from similarly large-scale, high-quality recognized clubs.
- A Bachelor of Science degree (or equivalent) from an accredited college or university, preferably in hospitality management.
- A CCM and/or CCE designation or similar accreditation outside the club industry is desirable.
- Management and leadership skills necessary for success (as demonstrated and verified record of previous success in multiple clubs or resorts).
- A high degree of culinary and wine knowledge and passion, experience with golf management and agronomy, new remodeling and construction, and executive COO ability, especially in problem-solving, creating and decision-making.
- Must have the ability to be a master communicator and communicate with excellent oral and written skills.
- Must possess a working proficiency of computer skills and knowledge of all club software, including MS - Exchange, Word, Excel, PowerPoint, and POS / Club Software Programs, specifically Clubessentials and ForeTees.
- Excellent human relations skills, with a talent for motivating, mentoring and empowering their staff.
- Ability to function under pressure, set priorities and adjust to changing conditions.
- Has demonstrated a high work ethic, patience and coach-training leadership style, with a sense of responsibility for the GM/COO leadership position (defined by the CMAA GM/COO leadership model).
- Applicant must possess a passion for providing high-quality member service and a commitment to exceeding expectations by setting operational standards, benchmarks and daily inspection of all services.
- Love of the outdoors and a passion for mountain living would be desirable.

Competitive Compensation

- A full-time salaried position with a complete benefits package
- Performance bonus
- Paid time off
- Health, Dental and Vision Insurance per Glenbrook Club’s Benefits Package
- Salary will be commensurate with qualifications and experience

Please send your cover letter, resume, and portfolio showcasing your work in PDF format, attached via email, with the subject line: General Manager, Glenbrook Club, to the email address below. Note: The preferred method of contact is email.

The cover letter should be addressed to Mrs. Caroline La Voie, Vice President, Glenbrook Club, and clearly state why you want to be considered for this position at this stage of your career and why Glenbrook Club and the Lake Tahoe area will be beneficial to you, your family, your career and the Club if selected.

All employment offers are pending satisfactory results from a background investigation and appropriate reference verification.

Professionals who meet or exceed the established criteria are encouraged to contact GSI Executive Search as early as possible but no later than Monday, March 31, 2025.



David Robinson, CCM

Principal



david@gsiexecutivesearch.com



808-829-2508



Scott McNett

Managing Principal



scott@gsiexecutivesearch.com



314-854-1321

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