

GENERAL MANAGER/CHIEF OPERATING OFFICER PROFILE: EAGLE CREEK GOLF & COUNTRY CLUB NAPLES, FL

GENERAL MANAGER/CHIEF OPERATING OFFICER AT EAGLE CREEK GOLF & COUNTRY CLUB

One of the most intimate and inclusive member-owned clubs and communities in Naples, Florida, Eagle Creek Golf & Country Club, is searching for a highly engaging, visible, approachable, and “hands-on” leader with an outstanding track record of success to serve as their next General Manager/Chief Operating Officer. The ideal candidate should be a dynamic team and culture builder who will delegate, empower, develop, and mentor their team members as well as consistently elevate performance and continuously enhance the member and team member experience. Critical to the individual’s success is the skill to adapt and innovate, partnering with the Board of Directors to create a strategic vision that is reflective of the mission, vision, and values of the Club. The well-regarded, retiring manager has dedicated 18 years to the Club and is leaving behind a legacy of success. The incoming manager will inherit a quality operation, newly renovated facilities, and a high-performing team that fully embraces the values and family culture of the Club. The Club has completed an extensive renovation of the Clubhouse that reopened in November 2024. The warm, luxurious tones and elegant aesthetics will create an inviting atmosphere reflective of the unique culture of Eagle Creek Golf & Country Club.

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

ABOUT EAGLE CREEK GOLF & COUNTRY CLUB

Eagle Creek Golf & Country Club, situated in the scenic Naples, Florida, is a premier destination offering an exceptional blend of luxury, recreation, and community. Members enjoy an active golf lifestyle that embraces the camaraderie and traditions of the game on the Larry Packard-designed course. With just 360 golfing members, Eagle Creek is one of the few courses in Naples you can walk at any time. Magnificently reimaged by notable, local architect Gordon Lewis in 2021, Eagle Creek is certainly a hidden gem in Southwest Florida.

Beyond golf, Eagle Creek Golf & Country Club boasts a comprehensive range of amenities designed to cater to diverse interests. The Crystal Lake Tennis & Sports Complex showcases modern-day amenities, including a Jr. Olympic-sized swimming pool, tennis courts, bocce courts, and a state-of-the-art fitness center, equipped with the latest exercise machines and offering a variety of fitness classes. Tennis enthusiasts will find plenty to enjoy at Eagle Creek, which offers a well-maintained tennis facility with 5 newly renovated, Har-Tru tennis courts and 4 new Har-Tru pickleball courts. The Club supports a vibrant tennis community with programs and events catering to both competitive players and recreational enthusiasts, fostering a spirit of camaraderie and friendly competition.

The Club’s social and dining experiences are equally impressive, elevated with the opening of the newly renovated clubhouse. The redefined elegance of the Clubhouse offers dining venues featuring a range of options from casual meals to fine dining, all set against the backdrop of stunning golf course views. Additionally, the Club’s social calendar is rich with events, activities, and gatherings that promote community spirit and member interaction.

EAGLE CREEK GOLF & COUNTRY CLUB BY THE NUMBERS

- 365 golf members; 112 social members (Membership is capped); 36 on waitlist
- \$105,000 initiation fee (full golf member)
- \$18240 annual dues (including \$3675 capital dues)

- \$10M approximate gross annual volume
- \$1.5M approximate F&B volume (will exceed this year due to new facilities)
- 65 FTE employees; 35 seasonal employees
- \$4.062 M approximate gross payroll
- 70 average age of members
- 24,000 approximate annual rounds of golf
- The Club uses Jonas for Accounting/POS

EAGLE CREEK GOLF & COUNTRY CLUB WEBSITE: www.eaglecreekcc.org

GENERAL MANAGER/CHIEF OPERATING OFFICER – POSITION OVERVIEW

The General Manager/Chief Operating Officer at Eagle Creek Golf & Country Club will have full responsibility for all aspects of operations of the Club, effectively managing all resources, and is expected to be the embodiment of an exceptional member-centric experience, providing a clear 'tone at the top' model of conduct. The GM/COO will lead the management team and exemplify modern, "best practices" services and member experiences while promoting a positive, engaging, responsive, and highly competent, but comfortable and casual service culture in all operations. Being personable, approachable, and "present" are critical success factors for the next General Manager/Chief Operating Officer.

The successful new General Manager/Chief Operating Officer must possess especially strong skills in team building, mentoring, and holding accountable senior staff and a group of meaningfully engaged and well-regarded employees. The GM/COO will have oversight responsibilities for all departments, personnel, goals, objectives, and overall performance management.

Direct Reports will include the Operations Manager, Executive Chef, Maintenance Engineer, Controller, Director of Golf, Tennis Professional, Office Administration (Marketing Director and Executive Assistant/Communications Director), and Director of Agronomy.

Some of the broader management and leadership functions and responsibilities of the role include:

- A confident, diplomatic, and competent club or hospitality industry professional who recognizes the importance of accountability, and who has a strong history of success in working with member boards and committees, with a proactive approach to relevant, highly transparent governance and leadership methodology. Leading with integrity, building trust and confidence of constituencies.
- A proven "culture builder," with the ability to innovate, evolve, pursue, and drive a culture of continuous improvement for the members and team members. "
- Exceptional team-building skills at a top-tier level of service delivery, especially in a high-end luxury environment and/or member-owned club environment, where setting forth a clear vision with distinct accountabilities has occurred.
- Ability to mentor, empower, and develop a top-tier, professional team.
- A strategic and visionary leader, who can partner with the Board of Directors and define and create a vision that truly reflects the core of Eagle Creek Golf & Country Club.
- Strong general management skills with a natural executive presence and "gravitas," with verifiable strengths in inspirational leadership, financial performance, people skills, and recreational amenity management.
- Verifiable ability to attract, hire, develop, and lead a high-performing team of professionals while setting and maintaining standards of performance.
- Excellent financial skills, with the ability to quickly assimilate numbers and reports. Knowledgeable regarding typical club financial issues of funding, cash flow, project analysis, etc. Aware of critical benchmarking and financial metrics that lead to a proactive response to trending curves.
- Exceptionally strong communication and facilitation skills, both written and verbal, with the appropriate personal presence, desire, and ability to interact effectively before diverse constituencies of members, staff, and vendors.

- Strong listening skills and the ability to absorb a multitude of ideas and filter to the most important and viable options for action and completion.
- Knowledge and execution of large-scale capital projects.
- A true “hospitality professional” with a genuine passion for interacting with members and staff through engaged, present, and visible leadership.

INITIAL PRIORITIES OF THE NEW GENERAL MANAGER/CHIEF OPERATING OFFICER

- Listen, interact, observe, evaluate, and spend time to understand what makes Eagle Creek Golf & Country Club a special and unique place. Be a thoughtful, engaging, genuine, consummate professional and diplomatic leader who gets to know the team and members, their families, and their involvement.
- Evaluate the Eagle Creek Golf & Country Club member experience in all areas, establish an agenda to fine-tune the experience, and operate accordingly. Focus on attention to detail, enforce standards, and cultivate a culture of accountability.
- Engage and collaborate with the Board and the management team on the strategic process of the Club; further develop the mission, vision, and values and instill those through the team and throughout the organization.
- Conduct a full HR review. Evaluate existing practices in place and assess the skills and capabilities of the team members. Review the organizational chart and make recommendations for changes needed. Prioritize the attraction, retention, development, and engagement of human resources.
- Become familiar with the completed capital projects, especially the Clubhouse, as well as any that are underway and in development. Establish relationships with external partners to continue the path of successful development, execution, and completion.
- Develop a relationship and strive to create synergy with the Master Association of Eagle Creek Golf & Country Club Community leaders.
- Create a “State of the Club” report to the Board after ninety (90) days of evaluation and observation, providing keen insights and recommendations regarding procedures, staffing, programming, and other key processes within Eagle Creek Golf & Country Club.

CANDIDATE QUALIFICATIONS

- 3 - 5 years of experience as GM/COO in a high-performing private golf and country club with excellent visionary and leadership skills and a deep understanding of club culture and member relations. Candidates who are “Rising Stars” in the industry with a track record of success will also be considered.

EDUCATIONAL AND CERTIFICATION QUALIFICATIONS

- A bachelor’s degree is preferred with a focus on Hospitality Management.
- In lieu of the degree, substantial private club or hospitality experience will be considered.
- Industry certifications such as CCM are encouraged 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 benefits package, including association memberships.

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 **Club President and Search Chair, Mr. Michael McFadden**. Clearly articulate your alignment with this role, why you want to be considered for this position at this stage of your career, and why Eagle Creek Golf & Country Club and the Naples, FL area will benefit you, your family, your career, and the Club if selected.

You must apply for this role as soon as possible but no later than Wednesday, January 22, 2025. Candidate selections will occur in early February, with the first Interviews expected in mid-February and the second interviews a short time later. The new candidate should assume his/her role in May.

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

“Last Name, First Name - Resume” &

“Last Name, First Name - Cover Letter – Eagle Creek”

(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 Alice Stevens at alice@kkandw.com.

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