

## **GENERAL MANAGER/CHIEF OPERATING OFFICER PROFILE: GLEN OAK COUNTRY CLUB GLEN ELLYN, IL**

### **THE GENERAL MANAGER/CHIEF OPERATING OFFICER OPPORTUNITY AT GLEN OAK COUNTRY CLUB**

Glen Oak Country Club in Glen Ellyn, IL, a member-owned, full-service private club, is seeking a new General Manager/COO who embodies and demonstrates a confident servant leadership style and financial management skills while maintaining the highest levels of quality and member satisfaction and retention. The successful candidate will be an integral part of a high-performing team at a club recognized for its superior service, quality work environment, and focus on continually 'raising the bar' for its members and staff.

Glen Oak Country Club will be completing a \$20M clubhouse renovation in the fall of 2025, and the new GM/COO will be responsible for the successful reopening of the clubhouse with an expanded kitchen, beautiful bar area, dining rooms, patio and event space. Equally important is the ability to intuitively embrace the need to be visible and highly interactive with the members and staff; leadership in this area begins and ends with communication, approachability and accessibility.

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

### **ABOUT GLEN OAK COUNTRY CLUB**

Glen Oak Country Club is rich in tradition. For over 114 years it has been a vibrant hub for its Members' golf, social and family activities. In 1911, Glen Oak Country Club was formed. The name "Glen Oak" was selected as being representative of both Glen Ellyn and Oak Park, the hometown of many original members. Legendary architect Tom Bendelow designed the golf course. By providing a superior golf experience and exceptional recreational and social activities, Glen Oak fosters friendship and camaraderie for its members and guests.

Glen Oak's stately clubhouse was built in 1924 and was substantially remodeled in the 1990s. The current clubhouse renovation will retain the vintage charm but ensure that members and guests will enjoy the finest clubhouse amenities in the Chicagoland area.

In 2004, the Club built the "Lodge," a comfortable, casual building and home to Glen Oak's avid trap/skeet shooting team. Glen Oak Country Club is fortunate to have one of the finest private Skeet and Trap shooting facilities in the area. The Skeet & Trap Club has been part of Glen Oak since the 1920's. A large, wood burning fireplace is the Lodge's center piece during the colder months, creating a warm and inviting atmosphere to have lunch, watch a game or gather with friends. Established in 2021, the Pavilion is adjacent to the Lodge and offers a gallery view to Fields 1 and 2, and an outdoor venue for private gatherings and camaraderie.

Additionally, completed in 2022, the two-story Glen Oak Sports Complex features brand new facilities that offer members access to year-round activities and programming with four (4) Platform Tennis Courts, Two (2) Pickleball Conversion Courts, three (3) Golf Simulators, a beautifully renovated indoor function space with delicious food and beverage, and an outdoor seating and viewing deck.

Members also enjoy a recently renovated Aquatic Center that features a large swimming pool, sun deck and resort-style splash pad.

Mission- To provide our members, their families and guests with exceptional golf, dining, social and recreational experiences

Vision - A special place with members committed to being an outstanding country club

## **GLEN OAK COUNTRY CLUB BY THE NUMBERS:**

- 479 All Categories: 270 Regular, 125 Social, 84 Other
- Approximately \$8.2M Gross Revenue
- Approximately \$4.5M Annual Dues Revenue
- Approximately \$3.5M F&B Revenue
- \$110,000 Initiation Fee
- \$10.5k Operating Annual Dues, \$1,560 Annual Capital Dues
- 150 Employees (FTE) in-season; 75 off-season
- 12 Board Members, 10 Committees
- 56 Average Age of Members
- 4 Paddle, 2 Pickleball Courts, Pool with diving well.

**CLUB NAME WEB SITE:** [www.glenoakcountryclub.org](http://www.glenoakcountryclub.org)

## **GENERAL MANAGER/COO POSITION DESCRIPTION**

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

### **COMMUNICATION**

- 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. This will be of critical importance as the club goes through the renovation and plans for the re-opening of the clubhouse.
- 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 being recognized and achieved.
- 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 GOCC.
- Experience in developing a communication platform using contemporary media (website, apps, social media, etc.) is desirable.

### **EMPLOYEE RELATIONS**

- Establish annual goals with each direct report and hold them accountable. Hold quarterly update meetings to stay on track through the year.
- Must be a servant leader committed to leading, by example, advocating for the staff and maintaining a highly visible management style understanding that the staff is the club's #1 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 within GOCC, especially in member service areas.
- Maintain an environment and overall atmosphere for management/staff that promotes and values appropriate and responsible contributions to GOCC's success. Ensure that all staff are focused on positive, supportive relationships amongst themselves and with the membership.

### **BE A VISIONARY**

- Must be a courageous thought partner for the Board, recognizing the importance of keeping GOCC on the forefront of private club excellence by having a keen understanding of current and future trends, demographics, and legislative, economic, technological, and social issues.

### **FOOD AND BEVERAGE**

- Develops and/or enhances consistent on-boarding and training programs for all personnel, working as necessary with the managers directly responsible for those operations; has a passion and aptitude for teaching and training.
- Assures excellent food and beverage production and service for all outlets.
- Consistently provides superb dining and other food and beverage experiences for the Club members and guests.
- 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 successful attainment of goals and objectives in F&B operations and consistently reviews these expectations with his or her direct reports to ensure understanding and 'buy-in' from those contributing to their attainment.

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

#### MEMBER, BOARD, AND COMMITTEE RELATIONS

- Lead the Board and Club Committees in setting policies and strategies to achieve the Club's goals and objectives in accordance to industry best practices.
- Ensure that member satisfaction is always the first 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 GOCC. Must be visible and available to his/her membership. Recognize that the *Member Experience* and meeting the expectations of GOCC members is of critical importance to his/her long-term success.

#### 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.
- Strong management skills with verifiable strengths in project oversight and successful re-opening, food & beverage leadership, team development, financial performance, diverse recreational amenity management, exceptional member/guest service programming and strategic planning.
- 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.
- A network of professionals in a wide range of functional skills and disciplines within the hospitality industry that might benefit GOCC.
- A *Team Builder*. A person who embodies the persona of ultimate coach and motivator, 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 *doer* and take-charge person and who recognizes the importance of accountability. A creative problem solver who commands respect through professional interactions and integrity.
- Possessive of strong organizational skills and an obsession with details necessary to achieve high levels of quality, satisfaction, and outstanding member experiences.
- A charismatic individual with a personality and 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 the degree, substantial private club or high expectation hospitality experience will be considered.
- Industry certifications preferred but not required, preferred designations: 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, along with the typical CMAA benefits, offers an excellent bonus and benefits package. Salary Range: \$250,000 to \$300,000 plus bonus.

## 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 the Glen Oak Country Club search committee/Mr. Brian Watterson, 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 GOCC and the Glen Ellyn 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, February 28, 2025. Candidate selections will occur in early-March with first Interviews expected in mid-March and second interviews a short time later. The new candidate should assume his/her role in late April 2025.***

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

“Last Name, First Name Resume” &

“Last Name, First Name Cover Letter – Glen Oak 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 at: [holly@kkandw.com](mailto:holly@kkandw.com)

### **Search Executives:**

Sam Lindsley, Search & Consulting Executive

[sam@kkandw.com](mailto:sam@kkandw.com)

216-509-2250 (M) - Medina, OH

Thomas B. Wallace III, CCM, CCE, ECM, Partner

[tom@kkandw.com](mailto:tom@kkandw.com)

412-670-2021 (M) - Grafton, OH