

GENERAL MANAGER/COO PROFILE: COUNTRY CLUB OF PEORIA PEORIA HEIGHTS, IL

THE GENERAL MANAGER/COO OPPORTUNITY AT COUNTRY CLUB OF PEORIA

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EXECUTIVE SUMMARY

- One of the nation's first country clubs, founded in 1897.
- 18 hole championship golf course.
- Annually hosts the Maui Jim Invitational and the Grandview Invitational.
- Strong financial condition.
- Engaged and dedicated staff.
- Seeking a General Manager who embodies and demonstrates a management/leadership style that promotes a workplace culture with an emphasis on team development, driving organizational consistency, process and procedure development, financial management balanced with maintaining the highest levels of club service and familial/cordial nature of the membership to achieve member satisfaction.

KEY ATTRIBUTES AND AREAS OF FOCUS

The successful General Manager/COO will demonstrate:

- A natural leadership style that promotes staff and membership engagement.
- Show patience, observe, listen, ask questions and learn about the culture and heritage of Country Club of Peoria and 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.
- Attentiveness to member services and satisfaction while also helping to attract new members.
- Strong understanding of superb dining and other food and beverage experiences for the club members and guests.
- Capital project and renovation oversight experience.
- Effective financial management skills through development and oversight of the annual operating budget.
- Continual visibility to members and staff as the face of the club.
- Understands the importance of and is able to leverage web, social media tools to communicate with the staff and membership.
- Strong leadership and strategic planning experience.
- 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.

COUNTRY CLUB OF PEORIA & COMMUNITY

Country Club of Peoria is located in Peoria Heights, Illinois, halfway between Chicago and St. Louis, and nestled along the Illinois River. The Peoria area offers big city amenities with the flavor of small town hospitality, and is where an easily accessible metropolitan lifestyle meets stunning natural beauty. The area has endless stretches of wooded riverbanks and hiking trails, along with unique options for shopping, dining, and adventure. With hot summers and crisp winters, dazzling fall foliage and brilliant spring blooms, Peoria is home to numerous festivals, national and international sporting events, exceptional golf courses, and world-class art and culture.

Country Club of Peoria was founded in 1897 when a group of Peoria leaders came together in an effort “to encourage athletic exercises, recreation and social enjoyment” and leased 27 acres to form one of the nation’s first country clubs. Generations of families and their guests have enjoyed memorable events and celebrations at the club. Situated in the midst of the breathtaking beauty that is Grandview Drive, the Country Club of Peoria offers its guests and members a panoramic view of the Illinois River.

Over the past few years, club members have renovated the clubhouse, rebuilt all 18 greens on the golf course, and constructed an all-new pro shop and pool house. With creative excellence and attention to members’ ever-changing needs, updates and additions to the grounds and facilities ensure that today’s membership of nearly 500 families enjoys the same quality of individual care, outstanding food and beverage service and recreational opportunity that has always given distinction to the Country Club of Peoria.

The Club annually hosts the Maui Jim Invitational featuring appearances from PGA Champions Tour players and the Grandview Invitational, one of the oldest golf events held in Central Illinois, with players participating from across the United States. The Illinois PGA Club Pro Championship, Men’s and Women’s State Amateur Finals, and the 1934 Western Open have also been played at the course.

The Country Club of Peoria’s many amenities include the clubhouse and exquisite dining; a championship 18-hole, par 72 course with 6,229 yards of beautiful rolling hills and valleys with state-of-the-art training services for juniors and adults in the new Golf Shop; and six tennis courts including 2 lighted, Har-Tru clay courts; an expansive pool complex including a main pool with racing lanes, a diving pool with one- and three-meter diving boards, and a baby pool for young families; and a relatively new fitness center with free weights, weight machines, and cardiovascular equipment.

The Country Club of Peoria offers many dining venues, including the Grandview Room, the Grill Room, Terrace and Court Lounge. There are multiple private dining rooms available for parties and other special events. They include the Governor’s Room (seats 24), Formal Dining Room (40), North Card Room (18), Lakeside Room (250), Library (10), and the Living Room.

COUNTRY CLUB OF PEORIA MISSION STATEMENT

The Country Club of Peoria provides a traditional private club experience in a magnificent setting. The Club is dedicated to providing a superior family focused and business friendly environment for social, dining, and athletic activities, by continually improving upon its services staff and facilities.

COUNTRY CLUB OF PEORIA BY THE NUMBERS:

450 members
\$2,000 Initiation fee
\$6,360 Annual dues
\$4.8M Gross volume
\$2.13M Annual dues volume
\$1.8M F&B volume
\$2M Gross payroll
125 Employees in-season; 55 off-season
13 Board members
55 Average age of members

COUNTRY CLUB OF PEORIA WEB SITE: www.cofpeoria.org

GENERAL MANAGER/COO (GM/COO) JOB DESCRIPTION

The General Manager serves in the capacity of Chief Operating Officer of the Country Club of Peoria and implements the policies established by the Board of directors; and bylaws. The incumbent develops operational policies and is responsible for the creation and implementation of standard operating procedures for all areas. This includes the preparation of the annual operating and capital budgets and, after Board approval, the management and control of the operations to attain the desired results. The General Manager/COO coordinates all management functions and works in concert with committee chairs in assisting them in the development of proposed policies, programs, events, etc. In general, the incumbent consults with the Board on all matters of significance or potential significance. As Chief Operating Officer, the General Manager is responsible for the promotion of the Club and the dissemination of hospitality, friendliness and goodwill among members and guests. His/her goal is always to help members and their guests enjoy the facilities and programs of their Club.

In addition to coordinating and supervising all of the management and administrative functions of the Country Club of Peoria, the GM/COO will oversee the preparation of annual operating and capital budgets, supporting the strategic and tactical initiatives and expectations that he/she has established with the Board. The GM/COO will be the primary Club representative to ensure that significant capital/asset/lease improvements are well conceived, thoroughly planned and executed, and that the status of such projects is consistently communicated to appropriate constituencies within the Country Club of Peoria.

The GM/COO is the primary coordinator, through his/her team of management professionals, of budgeting, hiring, training, orientations and teammate "culturization," and supervision of associates. He/she will therefore be using and applying relevant and necessary marketing techniques to drive member usage of operations along; assuring member and guest needs and desires are consistently met and often exceeded. *Club member and guest satisfaction and enjoyment of the programming and service experience at the Country Club of Peoria are primary "drivers" to its overall success.*

The GM/COO, as a strong and highly visible and respectful presence with the membership, must be an exceptional communicator, have adroit personal interactive skills and the maturity to instinctively know how to make members and guests feel that they are consistently treated in a gracious manner. Further, he/she must be able to communicate these expectations to staff with diverse backgrounds and get them to understand and execute to those expectations.

The GM/COO is the key influence to ensure that members are engaged from a programming, activities, servicing and experience perspective. Members are exceptionally social and active and the GM/COO must be intuitively engaged and in tune with this very member-centric, fiscally responsible environment.

Major Duties and Responsibilities:

Member Services

- Knows 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 so as 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. Develops and executes a highly regarded party and banquet business.
- Oversees a top-flight golf operation including golf course conditions, facilities, and programs for all levels players' skills.

- 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

- Coordinates all department head compensation, benefits, performance, disciplinary, and other significant personnel actions.
- Interviews and appraises all applicants for key positions, and exercises final approval authority over all the clubs hiring.
- 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 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 Directors.
- 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

- An energetic and enthusiastic leader with strong food and beverage credentials and a proven track record of providing high-level services in a hospitality or membership constituency setting, and with a personality that is commensurately appropriate to the Country Club of Peoria culture. Simply a proven club leader who also understands the key 'drivers' to overall club success.
- Solid knowledge of every area of club operations.
- A confident, proactive team builder who has a history of attracting, developing and retaining a high performance staff.
- A positive and intuitive style resulting in a sincere and visibly engaged presence with members, guests and staff; a truly nice "people person."
- Fundamental understanding of what constitutes a "premier club experience," and the proven ability to execute to that level.
- Friendly and outgoing personality, enthusiastic nature, and a positive attitude. Is personable with members while maintaining a respectful professionalism.

- A verifiable track record of successfully leading and growing club operations including building revenues, growing membership, controlling costs and meeting or exceeding planned and budgeted bottom line goals and objectives.
- Strong technology skills are essential including knowledge of the Microsoft Office suite (especially Microsoft Excel) and POS systems. Candidate must be personally capable and comfortable with technology and incorporates its use, as appropriate in his/her everyday role.
- Interest and ability to work cooperatively with the Membership Committee in recruiting new members and has the skill-set to encourage and engage prospective new members to become members.
- Strong management skills with verifiable strengths in “self-starting” leadership, financial performance, and “people” skills. Is able to establish and execute priorities.
- Strong attention to details; as well as understanding the big picture. Knowledgeable regarding typical club F & B and clubhouse facilities operations, critical benchmarking, and financial metrics.
- Exceptionally strong communication and facilitation skills, both written and verbal, with the appropriate personal presence, and a desire and ability to interact effectively before diverse constituencies of members, staff, vendors and other people who are part of the success of the Country Club of Peoria.
- Creative thinker and problem solver.
- A person of proven integrity and dedication consistent with the Country Club of Peoria’s values.
- A person who is committed to professional growth and development, for him/herself and his/her team of associates.

EDUCATIONAL AND CERTIFICATION QUALIFICATIONS

- Bachelor’s Degree from a four-year university or college is highly desirable, preferably in Hospitality Management.
- Track record of progressive career growth and successful experience in managing a full-service club.
- Certified Club Manager (CCM) designation is preferred.

SALARY & BENEFITS

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

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.

For directions on how to upload your resume and cover letter [visit this page](#).

[Click here](#) to upload your resume and cover letter.

If you have any questions please email Nan Fisher: nan@kkandw.com

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