

DIRECTOR OF GOLF PROFILE: KENWOOD COUNTRY CLUB CINCINNATI, OH

THE DIRECTOR OF GOLF OPPORTUNITY AT KENWOOD COUNTRY CLUB

Kenwood Country Club is seeking a Director of Golf (DOG) who demonstrates impeccable leadership skills, energetically promotes team member growth and engagement, and consistently delivers an exceptional Member experience. The DOG will oversee the performance of all golf operations and related services. The position will promote an exceptional “golf experience” and provide excellent services and programs for all members, their families, and guests.

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

KENWOOD COUNTRY CLUB

Kenwood Country Club, a Distinguished Emerald Club of the World, has a long heritage of tradition and excellence. The overall atmosphere is family oriented and offers a variety of activities and amenities for all family members. Kenwood Country Club prides itself on being family-friendly and providing a fun environment for all. The Club honors its historic past and embraces an exciting today while preparing for an incredible future.

In 1929 a group of 11 members of the downtown Cincinnati Club decided to create a golfing country club. The committee considered several tracts of land and hired Donald Ross to recommend the final location. One of the nation’s leading golf course architects of that era, William H. Diddel designed the original 36 holes. W. Taylor Boyd accompanied Diddel to Cincinnati to supervise the work and stayed on to become one of only four golf course superintendents in the Club’s history.

Kenwood's amenities include two 18-hole championship golf courses; short game and practice range areas; an indoor golf practice building complete with heated hitting bays; a tennis pavilion and deck that overlook four clay and two hard tennis courts as well as four platform tennis courts; a state-of-the-art fitness facility; a heated zero-entry and competition-size swimming pool with diving well; and multiple dining venues and options that appeal to members of all ages. Future renovations include the main lobby, front hall and dining room in 2018 along with irrigation and bunker replacements in 2019.

The 87 year old clubhouse serves as the focal point of the rich heritage that is Kenwood. Inside the impressive clubhouse, members are welcomed into a friendly ambiance with casual and elegant dining alternatives. The Club’s award winning culinary team offers popular dining trends along with long-time country club favorites. Diverse menu options range from traditional to cutting edge. Members enjoy fine dining in a true country club atmosphere.

There is a lot to experience in Cincinnati including museums; a world-class zoo and aquarium; a popular, revitalized riverfront with shopping, clubs and restaurants; and professional sports teams such as the Cincinnati Reds (the oldest franchise in Major League Baseball), Cincinnati Bengals (football), FC Cincinnati (soccer) and Cincinnati Cyclones (hockey). The city boasts a thriving arts scene and claims more than 4,000 restaurants (Including more chili restaurants than any other city in the world!).

Kenwood Country Club is in Madeira, an affluent suburb located northeast of downtown Cincinnati and one of the top suburbs in the Greater Cincinnati area. It was recognized by Business Week magazine as the 40th best place to raise kids in the U.S., and received a Silver Medal by US News & World Report for the Madeira City School District

which was selected as one of the top public high schools in the country. Many of the Club's members reside in neighboring Indian Hill. A historic and charming community which also boasts an "Excellent" rating from the Ohio Department of Education and its high school was named one of the top 100 in the country by both Newsweek and U.S. News & World Report magazines.

Kenwood Country Club today is a bustling home away from home for 925 members and their families. This accounts for 625 golf and 300 social members. Currently the club is at full membership and there is a wait list of a year.

KENWOOD COUNTRY CLUB MISSION STATEMENT

Our mission is to remain the premier golf and country club in the Greater Cincinnati area. We will continue our tradition of offering a welcoming, inclusive, family-friendly atmosphere with social and recreational activities for members and guests.

GOLF OPERATIONS AWARDS & RECOGNITION:

- 2016 AGM Top 100 International Golf Shops
- 2016 GRAA Top 50 Private Range
- 2016 Southern Ohio Youth Player Development Award
- 2015 US Kids Top 50 Master Teacher Award
- 2014 US Kids Top 50 Instructor
- 2013 US Kids Top 50 Instructor
- 2010 Southern Ohio PGA Section Horton Smith Award
- 2008 Southern Ohio PGA Section Golf Professional of the Year

KENWOOD COUNTRY CLUB BY THE NUMBERS:

- 625 members, golf; 300 members, social
- \$50,000 Initiation fee
- \$8,244 Annual dues
- \$407,000 Hard goods volume (Golf)
- \$326,000 Soft goods volume (Golf)
- \$656,000 Gross payroll (Golf Shop Operations)
- 40,000 Annual Rounds of Golf
- 150 Employees (FTE) - Club
- 10 Employees (FTE) – Golf Operations
- 12 Board members
- 59 Average age of members

KENWOOD COUNTRY CLUB WEBSITE: www.kenwoodcc.com

DIRECTOR OF GOLF JOB DESCRIPTION

The Director of Golf (DOG) at Kenwood is truly the "golf ambassador" of the Club. He or she must embody the highest levels of integrity, professionalism and diplomacy, and be a highly active, engaged, and visible presence with both members and staff. He or she will be a "go-to" individual who takes ownership of the operation and be a highly visible and engaged senior manager. The ideal candidate is a true visionary for KCC's golf operations and beyond. While building relationships with every constituency within the KCC membership, the DOG is someone who needs to have his or her finger on the pulse of all operations.

The DOG must be an exceptional leader and manager who recognizes and respects the contributions of volunteer members and staff of all levels. The DOG must be capable of both guiding and holding members and staff

accountable to achieving and maintaining high standards. He or she will directly manage all areas of the golf operation and work closely with the Golf Course Superintendent and other department heads, while reporting to the Chief Operating Officer. The position will promote an exceptional golf experience and provide creative services and programs for all members and guests. The DOG is expected to be a strategic leader of the golf experience at Kenwood and therefore a person of intellect, vision, planning, and business acumen.

The DOG's direct reports at present include: 6 assistants, 6 golf shop employees and 25 bag and cart staff personnel.

Critical success factors for the DOG include:

- Ability to be highly visible and secure high levels of membership satisfaction
- Ability to create a strong identity for KCC professional staff and develop an effective plan to attract and retain talent
- Ability to train and develop staff members in an effort to promote them to jobs of greater responsibility at other clubs
- Ability to develop and maintain, and consistently enforce, high standards of conduct, performance, and standard operating procedures
- Ability to effectively communicate with all staff, not just in golf operations, recognizing the "one club, one team" philosophy
- Being consistently innovative with programming, and ensuring the same level of engagement from the team in his or her absence
- Ensuring that all members within the Club look at him or her as "our" DOG, and not as being partial or showing favoritism to any individual or group

There are areas within the KCC golf operations that are performing at an exceptional level and may need to simply continue or need only slight "polishing." Understanding when and where to prioritize is very important.

While they are looking for the consummate golf professional in all aspects of competencies and experiences, the successful DOG needs to be a great generalist, meaning a good player, a good instructor, a good merchandiser, a good innovator, a good tournament host and marketer, and above all, a great communicator! They are looking for a special person who embraces the golf experience at Kenwood, and who, by personal persuasion and commitment, creates support for his or her efforts.

KEY RESPONSIBILITIES

While all typical competencies are important, their need is for a DOG who will:

- Provide quality leadership and a positive, highly visible and engaging style; be a real people person and communicate openly and freely with members
- Work closely with the Golf Committee and Board of Trustees to define and perpetuate a "Kenwood Member and Guest Golf Experience" that meets the high expectations of the Club's membership
- Maintain a professional appearance and a respectful, integrity based style in all interactions
- Lead and manage the overall golf program, recognizing the responsibility to grow the game at KCC
- Work closely with the Golf Course Superintendent and other key departments in coordinating scheduling issues, demonstrating a strong team player leadership role
- Be ambitious and motivated; provide an energy and enthusiasm for both the Club and the game of golf
- Be responsible for all golf operations including golf shop, merchandising, bag room, starter and practice facilities
- Recruit, hire, and train the professional golf staff and all employees within the golf operation
- Oversee golf instruction and player development programs for all member segments

- Manage fiscal responsibilities for all golf areas including planning, budgeting, monitoring, and corrective management
- Oversee all operational policies, procedures, controls, and fee structures to ensure the safekeeping of assets, inventory, and resources
- Represent the golf areas at club meetings and information sessions
- Maintain and promote a superlative professional image within the community and golf world
- Must be an organized, competent, respected manager and possess outstanding customer service skills
- Must be able to perform all physical requirements of a Head Golf Professional including the ability and confidence to play golf with members and in various club events
- Must have good computer skills and be proficient in golf operations software, including but not limited to: handicap, POS, word processing, GPS, and tournament programs
- Maintain the ability to analyze and interpret data and prepare reports

CANDIDATE QUALIFICATIONS

KEY CHARACTERISTICS

- A strong accomplished PGA professional with a proven track record of providing premier services in a dynamic exclusive membership environment
- A minimum of 5-7 years of verifiable, progressive leadership and golf management experience. NOTE: Those current Assistant Professionals at well-recognized clubs, with verifiable records of achievement, will be strongly considered for this role.
- A proven track record in player and program development working with all levels of playing abilities and diverse skill levels to grow the game
- A strong team leader focused on two-way communication with all team members
- A highly visible and interactive individual committed to engaging members at every opportunity to develop high levels of member satisfaction
- A team builder who has a history of attracting, developing, motivating, and retaining a high-performance team of professionals to propel the operation forward
- Significant tenure and experience in similar club environments where traditions and respect, both personally and with the Club, are intrinsically rooted

OTHER QUALIFICATIONS

- A verifiable record of working closely and successfully in a private club, with an active Board and committees, while providing visionary leadership and partnership with the Chief Operating Officer
- A verifiably unblemished career track that demonstrates a record of tenure and commitment to previous employers, where career moves were for enhancement of skills and experiences as opposed to unplanned career changes
- Ability to sustain a culture of quality service
- Knowledgeable in best practices in top performing and high member satisfaction operations across the country
- A high level of golf playing ability
- Verifiable ability to attract, hire, develop, and lead a high performing team of professionals while setting and maintaining standards of performance appropriate to perpetuating the mission and values of KCC
- Exceptionally strong communication skills with members and staff, creating an open exchange environment to move the golf operations forward in a consistently positive, passionate manner

EDUCATIONAL AND CERTIFICATION QUALIFICATIONS

A college degree is preferable, in lieu of a degree, substantial experience will be considered. A minimum of a "Class A" level registration within the PGA. Further, a verifiable commitment to continuing education within the PGA.

SALARY & BENEFITS

Salary is open and commensurate with qualifications and experience. The club, along with the typical PGA 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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