

GENERAL MANAGER/CHIEF OPERATING OFFICER PROFILE: HAPPY HOLLOW CLUB OMAHA, NE

THE CLUB AND THE GENERAL MANAGER/CHIEF OPERATING OFFICER (GM/COO) OPPORTUNITY AT HAPPY HOLLOW CLUB (HHC)

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

The opportunity at HHC is a very special one! Not only does the Club enjoy a great position in the community, is situated in an ideal location, has a wide array of amenities and a waiting list, but it enjoys a history of stability and tenure amongst its management team and Board.

The Club is looking for an energized, highly visible, and sincerely engaged leader who ultimately “owns the operation,” “provides outstanding leadership to a highly regarded team,” and “who is the ‘face’ of the Club and provides thoughtful leadership and visible support and guidance for an upcoming capital projects!” The Board is “not desirous of running the club” themselves, and therefore wants a leader who is “present” and “clearly owns the role and responsibility” associated with it.

Located in one of the most livable and convenient larger cities in the country, Happy Hollow Club is generally known as the “fun and progressive club of choice” in the community. While a number of the long-term senior staff will be retiring in the next few years, there is a good energy to the Club that will only be enhanced by the next GM/COO, who will be able to benefit from these professionals while also beginning to build his/her team in key areas as those retirements occur. With the Club, already in an ideal position with a full membership, the projects scheduled or in design and to be ready for member review will further enhance that position.

Happy Hollow Club opened its clubhouse doors to more than 300 members July 20, 1907 as part of the Grand Opening Gala and has been building traditions since. The golf course was opened in spring 1908 and the ornate purple and gold HHC logo quickly became synonymous with challenging golf in Omaha. Since opening many changes have ensued but the motto of HHC has never waived:

“More than just a championship golf course, Happy Hollow is a place of memories; time spent with family and friends over a special dinner, relaxing at the pool, or hosting significant family events. From the sanctuary of a beautiful golf course, to the first-class dining facilities, to the first-rate athletic facilities, Happy Hollow Club will present you a unique experience marked by exceptional service and warm hospitality.”

Numerous capital improvements have occurred over the years and the most recent course renovations were completed in 2008. Several new projects are scheduled to begin in 2018 and 2019 and include clubhouse remodeling and a new pool/tennis/fitness/snack bar/golf instruction building. HCC offers a long list of activities and sports including family and youth events, 18 holes of golf (with indoor golf driving nets for winter use), six tennis courts (four of which are covered during the winter to provide year-round tennis), swimming pool, locker room and fitness center.

The hub of social activity is found in the club house which offers both informal and formal dining options at *The Pub* and *The Starlight Grille* in addition to large and small private banquet rooms and card rooms.

HAPPY HOLLOW CLUB BY THE NUMBERS

- At present, there are approximately 1,050 members in all categories
- \$25,000 Initiation fee for over age 50 membership
- \$7,884 Annual dues for regular golf member
- Approximately \$11M Gross revenues from all sources
- \$5.25M Dues volume
- \$3.6M F&B volume
- 260 Employees (FTE) in-season; 137 (FTE) off-season
- The Club plays approximately 19,500 rounds of golf annually on its 18 holes
- Average age of members is 60 for golf members/63 all members

For additional information, please preview the **HAPPY HOLLOW CLUB WEB SITE:** www.happyhollowclub.com

GM/COO POSITION OVERVIEW

The GM/COO at HHC has full responsibility for all aspects of operations at Happy Hollow Club, effectively managing all resources and reporting to the Board of Directors and the President, and is expected to be the embodiment of an “exceptional member-centric experience.” The GM/COO will lead the management team, many of whom have many years of tenure at the Club, be representative of modern management “best service” practices, and indirectly supervise all employees of the Club while intuitively promoting a positive, engaging and highly competent service culture in all operations.

He/she is expected to be an interactive “thought partner” with the Board and Committees, working closely with both groups as they collectively make decisions and set strategic direction for the long-term well-being of the membership. Like many clubs, HHC has many new, younger members with families and the balance of tradition with relevance to today’s member needs and expectations is a critical success factor. Supporting and effectively working with many committees, who are an important part of HHC’s long history and success, is a necessary and important skill set.

The successful new GM/COO at HHC will need to have especially strong skills in “mentoring” and “holding accountable” a senior staff and group of meaningfully engaged and well-regarded employees who are looking for that type of leadership as well. The Club membership has a high regard for its staff, but recognizes that the enhanced continuance of an energized, well-trained, committed team is critical for continued success. *A sincerely engaged, personally invested, instinctual style is particularly important for one’s success.*

It is critical that the candidate understands the local market and economy and must be comfortable and competent being an integral and proactive part of developing relationships that lead to membership interest, retention and/or business opportunities, and is effective in orienting new members so their initial experience with HHC results in constant use of the Club.

Additionally, the new GM/COO must be a professional and highly respectful in his/her personal style, demeanor and presence, and someone who recognizes and is comfortable interacting with all demographics of members, staff and other constituents who contribute to the success of the Club; name recognition is a basic foundation of such success and this attribute is a critical component of the top executive. He/she must be able to clearly and intuitively “walk the talk,” exemplifying how to perpetuate a true premier “Member Experience” and “driving excellence” that is commensurate with what should be one of the top family-oriented country clubs in the Midwest. Assisting the Board to reaffirm the “clarity of vision” for the Club and its future is also very important, as is working to “clearly define the levels of excellence desired in each area of the operation,” and ensuring that they are consistently executed.

It is also critically important for the GM/COO to have especially strong and verifiable financial skills and acumen, and to be able to communicate very effectively, both verbally and in writing as the primary communicator of important Club information. *Attention to detail, and having necessary and appropriate follow-up skills are very important personal characteristics, especially important with every element of HHC’s amenities as there will soon be significant reinvestment in a number of Club amenities.*

INITIAL PRIORITIES OF THE NEW GM/COO

- Listen and observe, a lot, while “learning and assessing” the operation;
- Get to know members and staff as quickly as possible, engaging them in an intuitively sincere and enthusiastic manner;
- Work closely with the Board, Committees, and senior management staff to ensure a full and complete understanding of HHC, its history, culture, and traditions before making any significant changes;
- Focus on the Food and Beverage operation, which is busy and well-regarded, recognizing that it is the ‘heart’ of the HHC experience, and the consistent delivery and execution of a positive, well-regarded product is a critical success factor;
- Understand the financial model, its history of operational results and the need for adherence by all departments and managers, and clearly understand how HHC formulates its financial projections;
- Immerse yourself in the capital project planning effort, both those that are approved and the ones that are still in the planning stages, to ensure execution and logistical design.

DESIRED CANDIDATE QUALIFICATIONS

- Significant progressive management experience in a well-regarded private club or similar hospitality environment, preferably with at least five years in a top executive role. The Club will also consider well-regarded and mentored Assistant General Managers with strong and verifiable experience in leading a dynamic, progressive, “family-centric” club environment with significant recreational and social activities and amenities.
- The GM should be a natural leader who is able to attract and develop a strong team surrounding him/her.
- Especially strong overall communications skills in both verbal and written form, as well as in listening. Further to this attribute is the ability to communicate in multiple media forms, and to recognize when and how such communication is most effective and presented.
- Must be a visionary and mission oriented; anticipating how the Club continues to evolve is important, as is being actively ‘networked’ in the industry to the point of being on the forefront of trends in clubs. He/She should be able to project and steer the club in appropriate and relevant directions for the benefit of the membership.
- Possessive of solid and verifiable successes in F & B operations, including the proven ability to inspire, train, and set standards; is creative and innovative, and generally regarded as having overseen a top tier F & B operation, as well as excellent working knowledge of all other key recreational, programming and activity amenities and their relevancy in the industry.
- A visible, hard-working leader that brings ideas to the table and who can express those ideas thoughtfully and easily to team members.
- The new GM should be motivated and energetic and able to project that enthusiasm to management and staff; someone that is not afraid and provides an open line of communication and who supports his/her department heads, while also advocating for their success. He/She should be a masterful “conductor” when it comes to creating and executing a seamless and harmonious experience across all aspects of HHC.
- Especially strong financial acumen, budgeting, and presentation skills, along with an intuitive “ROI” mindset, being able to effectively communicate the vision behind the numbers.
- A true appreciation of golf, its history and how to deliver an exceptional “experience” to members and guests.
- A verifiable history of success in working in a volunteer, member owned organization, appreciating the need to gain consensus and “buy-in” to well-conceived, majority interest objectives benefiting the long-term well-being of the organization. Having proven and demonstrable success in a strong committee culture is necessary.
- A history of “mentoring” others to both develop their skills and to benefit the organization.

The Club is strongly interested in the best candidates, regardless of where they currently live, so long as they are a “good fit for a wonderful mid-western club and community.” The key attributes, as outlined above, include the proven ability to continue to elevate services, programming, and execution of a well-defined “mission.”

The role of GM/COO at Happy Hollow Club should be attractive to those qualified candidates seeking a stable, long-term commitment in a community with outstanding schools and quality of life. For the right individual with passion, enthusiasm, and consistently enhanced skill sets, HHC can be a “pinnacle of one’s career!” The greater Omaha area is an exceptional place to live, and one with an outstanding family environment and excellent schools.

EDUCATIONAL AND CERTIFICATION QUALIFICATIONS

- A Bachelor’s Degree from a four-year university or college is highly desirable, preferably in Hospitality Management.
- From the club industry, Certified Club Manager (CCM) designation is desired, but not required. If without such designation, a commitment to on-going and lifelong learning and strong networking capabilities is critical. If outside of the traditional CMAA background, having verifiable professional development that clearly provides confidence in one’s ability to lead one of the top clubs in the country.

SALARY & BENEFITS

Salary is open and commensurate with qualifications and experience befitting a club the stature and significance of Happy Hollow Club.

INSTRUCTIONS ON HOW TO APPLY

We request that you upload your resume and cover letter (in that order) to our resume service. ***Please note that you should have your documents fully prepared to be attached when prompted for them.***

Your interest in this position should be communicated as soon as possible, but no later than October 20th. Interviews are expected to take place in mid-November.

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 and **your letter should clearly convey why you are interested in this role and why you believe you are in alignment with the position profile.** Your letter should be addressed to: **Dr. Tim Kingston, President and the HHC Search Committee.** Additional information will be required from candidates to further assist in the evaluation of alignment and validation of competency for the role.

Once you complete the application process and upload your letter and resume 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 Patty Sprankle: patty@kkandw.com

Lead Search Executive:

Kurt D. Kuebler, Partner
561-747-5213 (Office) – Florida
407-864-6798 (Cell)
kurt@kkandw.com