

GENERAL MANAGER PROFILE: BLOOMINGTON COUNTRY CLUB BLOOMINGTON, IL

GENERAL MANAGER AT BLOOMINGTON COUNTRY CLUB

An amazing opportunity exists for candidates with a successful track-record of leadership and high quality operations management at family centric club operations or high-end establishments in the hospitality industry. We are conducting the General Manager search for Bloomington Country Club and are in search of a General Manager to uphold the historical time-honored family values of this Midwestern Club.

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

BLOOMINGTON COUNTRY CLUB

Founded in 1896 by a small group of golfers, The Bloomington Country Club has grown into a multi-faceted organization offering golf, tennis, swimming, and dining to its members. Golf was the motivating force behind the foundation of Bloomington Country Club, and it has been a continuously growing sport during the decades that have followed.

Bloomington Country Club's 18-hole traditional golf course has rolling meadows, mature tree-lined fairways, creeks, and ponds. The manicured golf course and attention to detail has been recognized through the years and rewarded with hosting seven Illinois Men's State Amateur Golf Championships, including hosting the upcoming 2018 Men's State Amateur Championship, five Illinois Women's State Amateur Golf Championships and the 1980 Illinois Open during its history.

The golf amenities include two indoor hitting stations, driving range, a putting green, and the Pro Shop. Other sports amenities include four outdoor lighted tennis courts, an aquatic center with a wading pool for children, diving and swimming pool, and a 25-yard, eight lane lap pool.

The elegant clubhouse at Bloomington Country Club was recently remodeled, and features many dining options including The Fairway Dining Room, The Grill, The Terrace, and a Member's lounge. Over the years, entertainment and dining at the Bloomington Country Club has been excellent and solidified the club as the place to celebrate traditional family events. The *Rafters* and the *Bellefont* are the two banquet dining areas which can be combined for a 250-person capacity event. Formal dining overlooking the first tee can be found at *The Fairway Dining Room*. Members enjoy casual dining at *The Grill* and *The Member's Lounge*. Outdoor dining is offered at *The Terrace* and *The Snack Shop*, which also provides poolside service. The Board Room is an intimate room with audio visual hookup for business meetings.

Generations of friendships and family traditions are the foundation for the success of the 120+ year old Club. Membership at Bloomington Country Club is more than just being a member. . . it is a feeling of being part of a culture that appreciates the opportunity to enhance and enrich members' lives.

THE BLOOMINGTON/NORMAL COMMUNITY

Where Lincoln did business and where the Republican Party came into being . . .

Where Adlai Stevenson walked . . .

Where State Farm Insurance, Country Financial, and Beer Nuts were started . . .

The Bloomington/Normal area is a vibrant community of 150,000+ people who exemplify the values of the Midwest and this remarkable quality of life. Bloomington/Normal is in the heart of Central Illinois, approximately

125 miles southwest of Chicago, 155 miles northeast of St. Louis. Bloomington is easily accessible from any city, with access from multiple interstates as well as daily Amtrak service and flights through the Central Illinois Regional Airport.

Bloomington/Normal is home to Illinois State University, Illinois Wesleyan University, Heartland Community College, and is also host to many historical and natural attractions that are enjoyed by tourists and residents alike. Natural parks include the Miller Park Zoo, the Bloomington-Normal Constitution Trail, and the Genevieve Green Gardens, along with an estimated 44 parks. Ewing Manor, McLean County Museum of History, Miller Park Pavilion and War Memorial, Prairie Aviation Museum, and the David Davis Mansion are just a few of the area's historical sites.

BLOOMINGTON COUNTRY CLUB BY THE NUMBERS:

- 440 members
- \$8,000 Initiation fee
- \$6,900 Annual dues
- \$4.5M Gross volume
- \$2.1M Annual dues volume
- \$1.1M F&B volume
- \$2.2M Gross payroll
- 60 Fulltime Employees; 148 in-season; 36-103 FTE
- 17 Board members / 5 Exec
- 60 Average age of members

BLOOMINGTON COUNTRY CLUB WEBSITE: www.bloomcc.com

GENERAL MANAGER JOB DESCRIPTION

The General Manager(GM) has responsibility for all day-to-day operations of Bloomington Country Club (BCC). S/he directs and administers all aspects of the operations to include amenities, staff, and all programs and activities to ensure outstanding service and member and guest satisfaction.

MEMBER RETENTION AND RECRUITMENT

- Must lead Bloomington's membership recruitment and retention efforts. It is very critical that s/he understands the local market and economy. The candidate must be comfortable and competent being an integral and proactive part of developing relationships that lead to membership interest and/or business opportunities and is effective in orienting new members so that their initial experience with Bloomington Country Club results in constant use of the Club.
- Is a catalyst for identifying new programs/services and enhancing current ones for members and their guests to increase club usage, member satisfaction, and member retention.

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 Bloomington Country Club'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.

LEADERSHIP

- Recognize, respect, and support the contributions of department heads 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 Bloomington Country Club, most especially in member service areas.

- Maintain an environment and overall atmosphere for management/staff that promotes and values appropriate and responsible contributions to Bloomington's success. Ensure that all staff are focused on positive, supportive relationships amongst themselves and with the membership.
- Recognize the importance of pro-actively securing hospitality talent and overseeing the onboarding and continuing education opportunities for all employees.

COMMUNICATION

- 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 Bloomington Country Club.
- Experience in developing a communication platform using contemporary media (website, apps, social media, etc.) is desirable.
- 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.
- 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.

BE A VISIONARY

- Must be a courageous thought partner for the Board, recognizing the importance of keeping Bloomington Country Club on the forefront of country club excellence by having a keen understanding of current and future trends, demographics, legislative, economic, and social issues. S/he should be decisive and set aggressive goals and objectives to ensure the Club's current and future success.
- Must couple being current with also maintaining the Club's traditional core values.

STRATEGIC PLANNING

- In partnership with the Board, the general manager must lead the development of a strategic plan/business road map for the current and future success of the Club.
- Must be able to identify issues, needs, goals, and objectives to help ensure the perpetuation and continued viability of the Club.

MEMBER, BOARD, AND COMMITTEE RELATIONS

- Active participant at Board and Club Committee meetings to set policies and strategies to achieve the Club's goals and objectives.
- 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 Bloomington Country Club. Must be visible and available to his/her membership. Recognize that the *Member Experience* and meeting the expectations of Bloomington members is of critical importance to his/her long-term success.

MEMBER INTERACTION

- As the face of the Bloomington Country Club, the general manager must embrace the community values and enjoyment of a *small town*, larger city environment where activities and relationships, both in the Club and outside of its confines, are clearly linked.
- The ability to sincerely interact and "engage" with all constituencies at Bloomington Country Club is critically important, recognizing the benefits of direct communication, approachability and thoughtful collaboration with members and staff is a critical success factor of the role.
- Must be an integral and proactive part of developing relationships that lead to membership interest and usage of the Club.

FOOD AND BEVERAGE

- Assures excellent food and beverage production and presentation for all outlets.
- Must be capable of developing an action/marketing plan to increase private event usage on property in alignment with the board direction.
- Consistently provides superb dining and other food and beverage experiences for the Club members and guests.
- Develops and enhances consistent on-boarding and training programs for all food service personnel, working as necessary with the managers directly responsible for those operations; has a passion and aptitude for teaching and training.
- 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.

CANDIDATE QUALIFICATIONS

The successful GENERAL MANAGER will demonstrate:

- Passion for maintaining the highest levels of service for all club services and ensuring member satisfaction.
- A creative ability to attract and retain members to the club.
- Understands how to provide superb food and beverage experiences for the club members and guests.
- Effective financial management skills through oversight of annual operating and capital budgets.
- The ability and desire to engage proactively with members and staff in a manner that drives high levels of engagement, excitement, and enthusiasm.
- Strong leadership and team development experience.
- Superior communication skills, exuding energy and creativity.
- Uses plans and metrics to set goals, measure and report on performance, and make course corrections when needed.
- A hospitality professional who is member centric and can create an environment where the staff looks forward to coming to work every day because they are developed and respected.

ADDITIONAL QUALIFICATIONS

- The ideal candidate will either be a successful, highly visible General Manager at a club known for exceptional member experiences or be viewed as a club management "up and coming superstar" with a minimum of 5 years of highly successful management in a top tier club.
- Strong general management skills with verifiable strengths in team development, financial performance, diverse recreational amenity management (golf, family activities, etc.), quality food & beverage programming, exceptional member/guest service programming, strategic planning, renovations and project management, and 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 with 60 full time staff members and a \$4.5M operating/capital budget.
- A network of professionals in a wide range of functional skills and disciplines within the hospitality industry that might benefit Bloomington Country Club.

SKILLS AND COMPETENCIES

- *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 sense of humor* 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 Degree is highly desirable, preferably in Hospitality Management or Business.
- In lieu of the degree, substantial private club or hospitality experience will be considered.
- Hospitality industry certifications preferred but not required: CCM, CCE designations

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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