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GENERAL MANAGER/CHIEF OPERATING OFFICER PROFILE:
PARK RIDGE COUNTRY CLUB
PARK RIDGE, IL

THE GENERAL MANAGER/CHIEF OPERATING OFFICER OPPORTUNITY AT PARK RIDGE COUNTRY CLUB

Park Ridge Country Club in Park Ridge, IL, a member-owned, full-service, family-focused neighborhood 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 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.

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

Park Ridge Country Club will be completing a $9M clubhouse renovation in May of this year, which is phase one of a three-phase, long-range plan called Vision 2031 – A Celebration of PRCC's 125th Anniversary. The new GM/COO will work with the club staff to successfully reopen areas of the clubhouse, including a new kitchen, dining room, expanded patio, and beautiful bar area. Phases 2 & 3 will follow with new paddle courts and enhancements to the grounds, golf course, and pool.

Click here to view a brief video about this opportunity.

ABOUT PARK RIDGE COUNTRY CLUB

From 1906 to the present day, Park Ridge Country Club has evolved to encompass a wide range of family-oriented activities and facilities. The Club's first clubhouse was a modest farmhouse from the Robb Farm. In 1912, renowned architect Frank Lloyd Wright was engaged to design a more suitable building for the membership. He created a connector to another farm building, laying the groundwork for the expansion of the original farmhouse.

In 1925, the first clubhouse to be constructed from the ground up was completed. This clubhouse remained largely unchanged for 45 years until it underwent significant improvements in 1969, 1987, and as part of a 2001 Capital Plan. Today, it serves as an ideal venue for the Club's family and social functions.

The history of the Park Ridge golf course reflects the influence of notable architects who designed and developed it over the years. H.J. Tweedie, known as "The Father of Golf in the West," designed the first nine holes. In 1911, Tom Bendelow was hired to expand the course to 18 holes. In 1915, the Club acquired an additional 20 acres in the northwest corner of the course and hired William B. Langford to rebuild it. Langford's design remained largely unchanged for 85 years. In 2001, architect David Esler was brought in to conduct a hole-by-hole restoration of the course, which included infrastructure improvements and the correction of various patchwork changes made over time.

Today, Park Ridge has become a family-friendly neighborhood country club, with a majority of its members residing within the Park Ridge Community. The private, member-owned Club offers a full range of amenities, including golf, tennis, paddle tennis, swimming, and world-class dining in its classic Georgian-style clubhouse.

MISSION STATEMENT:

Park Ridge Country Club creates a lifetime of memories through a diverse social and sports experience that is welcoming, unpretentious, and family-oriented.

PARK RIDGE COUNTRY CLUB BY THE NUMBERS:

- 473 All Categories: 285 Regular, 119 Social & In-Waiting Regular, 69 Other
- Approximately $11.2M Gross Revenue
- Approximately $6M Annual Dues Revenue
- Approximately $3.5M F&B Revenue
- $80,000 Initiation Fee
- $13.9k Annual Dues, $100/monthly capital dues
- 225 Employees (FTE) in-season; 87 off-season
- 11 Board Members, 8 Committees
- 55 Average Age of Members
- 4 Paddle, 4 Tennis, 2 Overlay Pickleball Courts, Pool

CLUB NAME WEB SITE: www.parkridgecc.org

GENERAL MANAGER/COO POSITION DESCRIPTION

The General Manager/COO has full responsibility for all aspects of operations at Park Ridge Country Club, effectively managing all resources and reporting to the Board of Directors and the Club President. The GM/COO will lead the management team, directly supervising the Assistant General Manager, Executive Chef, Controller, Communications, Executive Assistant, Head Golf Professional, Superintendent, Facilities Manager, Racquets Professional, and Pool Manager. The GM/COO will indirectly supervise all employees of the club while promoting a positive, engaging, and highly competent service culture in all operations.

The GM/COO is expected to be an interactive "thought partner" with the Board and Committees, working closely to execute the continuation and completion of the long-range plan for the well-being of the membership. Like many clubs, Park Ridge Country Club has several new, younger members with families, and the balance of tradition with relevance to today's member needs and expectations is a critical success factor.

Additionally, the new GM/COO must be 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 foundation of such success and this style must be a core competency of the top executive.

Transparency, honesty, and direct feedback are highly valued. Attention to detail and having necessary and appropriate follow-up skills are important personal characteristics. A proven, thoughtful "listener" is desired, as well as someone who is highly approachable, appreciative of input, and able to appropriately "filter" such input to implement the Club's goals and objectives.

KEY ATTRIBUTES AND AREAS OF FOCUS

The successful General Manager/COO will demonstrate:

- A proactive, member-focused leadership style that promotes staff and membership engagement.
- Show patience, observe, listen, ask questions, and learn about the culture and heritage of Park Ridge Country Club and its membership.
- Superior communication skills, exuding energy, and creativity.
- Disciplined follow-up to complete team goals and objectives in a timely manner.
- Attentiveness to member services and satisfaction while also developing clubhouse staff.
- Strong understanding of superb dining and other food and beverage experiences for the club members and guests.
- Demonstrated financial management experience with effective oversight of the annual operating budget.
- Consistent meaningful engagement with the members and staff.
- Understands the importance of and can leverage web and social media tools to communicate with the staff and membership.
- Strong leadership and a strategic approach to management in all areas of the club.

- Ability to effectively lead, mentor, and develop department heads and staff with a continued professional development plan.
- The ability to apply best industry practices in hiring, training, communication, and development of a strong team.
- Ability to build a strong board and committee relationship, working to create a strong bond and exchange of diplomatic openness.

CANDIDATE QUALIFICATIONS

- A minimum of 5-7 years of progressive leadership/management experience at high-expectation hospitality venues and/or private clubs will be considered. Upward tracking leadership experience in a contemporary business model club or similar hospitality operation known for high service standards. *The club prefers a current GM/COO but will consider both current GM/COOs, as well as those "rising stars" with the necessary potential, but who are currently in exceptional club environments as an Assistant General Manager, Club Manager, or having similar responsibilities.*
- Strong management skills with verifiable strengths in foundational food & beverage leadership, team development, financial performance, diverse recreational amenity management, exceptional member/guest service programming, strategic planning, renovations, and project management.
- 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 PRCC.
- 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 hired employees must verify their identity and eligibility to work in the United States and 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: $225,000 - $325,000.*

INSTRUCTIONS ON HOW TO APPLY

Please upload your resume and cover letter in the order listed using the link below. When prompted for them during the online application process, you should have your documents fully prepared to attach. Please be sure your image is not on your resume or cover letter; it should be used on your LinkedIn Profile.

Prepare a thoughtful cover letter **addressed to the Park Ridge Country Club search committee/Mr. Tim Dietlin and Mr. Chris Clark, Co-Search Chairmen,** 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 PRCC and the Park Ridge 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, March 28, 2025. Candidate selections will occur in early April with first Interviews expected in mid-April and second interviews a short time later. The new candidate should assume his/her role in late May 2025.

IMPORTANT: Save your resume and letter in the following manner:
"Last Name, First Name Resume" &
"Last Name, First Name Cover Letter - Park Ridge 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

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