

DIRECTOR OF GOLF PROFILE: WESTWOOD COUNTRY CLUB ROCKY RIVER, OH

DIRECTOR OF GOLF AT WESTWOOD COUNTRY CLUB

Westwood Country Club is looking for a PGA/LPGA golf professional to direct the club's golf program and will follow a professional who is retiring after a 32-year career at the club. This individual should have extensive leadership and excellent communication skills to oversee an active golf operation for a club with a great golf history that dates back to its inception in 1914. The golf course is from the Golden Age of golf course architecture and was designed by C.H. Alison. The Director of Golf will play an integral role in both the continuity and improvement of the golf experience for the members and their guests.

As a member of the Golf Management Team, the Director of Golf will oversee the total golf operation and services offered, including the golf shop, driving range, caddie program, outside golf services areas, and golf car operation, including supervision of the entire professional staff. The position will promote an exceptional "golf experience," and provide excellent services and programs for all members. A passion and compassion for mentoring and team member development will be of utmost importance for the new professional, with a sincere desire to help develop and elevate his professional staff's careers.

The new Director of Golf will be the consummate ambassador for "all things golf" for Westwood Country Club.

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

ABOUT WESTWOOD COUNTRY CLUB

Westwood Country Club, located in the heart of Northeast Ohio, is one of the region's most prestigious private clubs, known for its rich history, natural beauty, and unwavering commitment to excellence. Founded in 1914 and then redesigned by legendary architect C.H. Alison, which was completed in 1926, the golf course offers a scenic and challenging experience for all skill levels, featuring rolling terrain, well-protected greens, and a layout that has hosted greats like Bobby Jones and Arnold Palmer. The tradition of golf at Westwood continues today with top-tier instruction, a premier Junior Golf program, a full tournament calendar, and an exciting new golf shop opening in 2025 featuring Trackman simulators.

Beyond golf, Westwood offers a wide range of amenities for the entire family. Members enjoy an Olympic-sized swimming pool with a gated kiddie area, a poolside café, and a relaxing lounge patio. The 1,500-square-foot Fitness Center is outfitted with state-of-the-art equipment, including yoga and cardio. Additional recreational options include clay tennis courts, pickleball, and a large playground, creating a vibrant, year-round club experience.

The Colonial Revival-style clubhouse, opened in 2009, serves as the social hub of the club, blending timeless architecture with modern comforts. From casual to formal dining, elegant banquet spaces, and a full calendar of family, couples, and member events, Westwood delivers a warm, welcoming atmosphere rooted in community and camaraderie. The club's scenic setting and expertly maintained grounds offer a peaceful retreat just minutes from the bustle of suburban Cleveland.

Westwood is more than just a country club; it's a legacy built on vision, volunteerism, and shared passion. With a culture that values service, teamwork, and respect, Westwood provides not only an exceptional experience for its members but also a rewarding and supportive workplace for its employees.

WESTWOOD COUNTRY CLUB BY THE NUMBERS:

- 535 Members Approximately
- \$46,000 initiation fee (full member)

- \$10,560 Annual Dues | \$2,940 Capital Dues
- \$235k Approximate Hard Goods Volume
- \$310k Approximate Soft Goods Volume
- \$566k Approximate Gross Payroll (Golf Shop Operations)
- \$60k Approximate Instruction Volume
- 22,000 Approximate Rounds of Golf Annually
- 70 Employees / 150 Seasonal Employees
- 6 Golf Employees / 21 Seasonal Golf Employees
- 9 Board Members | 3-year term
- 61 Average age of members
- Club Accounting and POS systems are ForeTees
- Course Irrigation Replacement to Begin in 2028

WESTWOOD COUNTRY CLUB WEBSITE: www.westwoodcountryclub.org

DIRECTOR OF GOLF – POSITION OVERVIEW

The Director of Golf at Westwood Country Club is the “face of and ambassador of all things golf” at the Club. This seasoned professional is responsible for the Club’s entire golf operation, including the responsibility to hire, train, retain, and inspire all staff in the golf department. This includes but is not limited to all outside attendants, pro shop personnel, and assistant golf professionals, including the Director of Player Development. Elevating the entire club’s golf experience and delivering an exceptional golf experience is the number one goal for this person to be focused on. The Director of Golf should be highly visible and approachable, compassionate, and capable of effectively communicating expectations to all constituencies. The Director of Golf will be extremely communicative and interactive with the clubhouse operation, golf course maintenance, and the General Manager. The Director of Golf will directly report to the General Manager.

The task of coordinating the entire golf program so that it is respected and enjoyed by the Membership should always be at the forefront of focus. The Director of Golf manages the Golf Pro Shop and related services, including the merchandising responsibilities, to meet the needs of the Members daily. The position requires maintaining excellent relationships with suppliers and keeping Members satisfied and well-informed while building relationships with every constituency within WCC membership. The Director of Golf is someone who needs to have his or her finger on the pulse of all operations, including golf.

The Director of Golf is expected to provide motivated and passionate leadership to his/her team and fellow management team members, relative to key golf events and activities programming. Keeping the golf program “fresh,” “innovative,” and “relevant” are critical expectations of the new Director of Golf. The ability to create an environment that delivers a “fun,” “relaxed,” and “organized” experience is what is desired. The Director of Golf should create a culture that ensures that all Members are enthused about the program and their involvement.

Additionally, the Director of Golf will oversee the teaching & coaching programs at Westwood Country Club, and all PGA/LPGA professionals that deliver golf lessons and clinics tailored to various skill levels, including all junior golf programs. The Director of Golf will be engaging with members, juniors, and guests alike while generating enthusiasm and supporting the growth and development of all aspects of the Club’s instructional programs through regular on-course interaction.

He/she should be extremely interactive, leading this operation with enthusiasm and engagement commensurate with the strong golf-centric culture at the Club. Close attention of detail should be given to all “touch point” areas of outside operations, range and practice areas, shop services, merchandising of the golf shop, and tournament and activity play, among others. A sincere and cooperative, interactive style of dealing with others, like the clubhouse operation and golf course maintenance, with whom he/she regularly interacts, should be evident.

The Westwood Country Club Golf Department that reports to the Director of Golf is currently composed of a Head Golf Professional, 2 Assistant Professionals, a Director of Player Development, a Merchandiser, 2 Shop Attendants, an Outside Operations Manager, a Caddie Manager, and 25 Outside Service Staff.

ADDITIONAL RESPONSIBILITIES OF THE NEW DIRECTOR OF GOLF

- Direct golf shop operations by assisting in training staff, motivating staff, conducting weekly staff meetings, developing sales and golf instruction goals, and ensuring that policies are followed.
- Establish golf shop operations, personnel policies, and ensure proper hiring, training, supervising, personal development, and corrective action in accordance with fair labor standards, safety, and established policy
- Oversee the management and performance of all golf shop and applicable department operations and services; assure high standards and total customer satisfaction
- Oversee the development of operating procedures and training manuals for the golf operation
- Chairs regular staff meetings focused on every aspect of the operation, including customer service, revenue growth, and continuous improvement
- Develop annual plans and goals for the golf operation to be reviewed with the General Manager
- Coordinate all golf communications to the membership
- Meet, greet, and welcome members and guests as much as possible throughout each day
- Enforce all rules and policies established by the Golf Management Committee and Board of Directors
- Develop and oversee an innovative tournament schedule and golf activities that satisfy golfers of all handicap ranges
- Supervise and manage the tee sheet and staff governing the start of and pace of play & attend staff, management, golf committee, and other applicable meetings.
- Generate and oversee a profitable schedule of outside golf outings on a yearly basis
- Develop and oversee golf instruction, clinics, golf schools, and player development programs that satisfy golfers of all handicap ranges
- Develop and oversee a profitable merchandise concession that is consistent with member/guest demographics and needs
- Work together with accounting personnel on inventory management and controls
- Oversee and enforce golf shop operations policies, procedures, and controls to ensure the safekeeping of assets, inventory, and resources
- Work together with accounting personnel and the General Manager on annual planning, budgeting, forecasting, and monitoring for all golf operations
- Oversee and work with the Caddie Manager in all aspects of the caddie program
- Coordinate plans with the Food and Beverage Manager for all food and beverage needs, on-course food and beverage needs, banquets, outside events, and catering for all golf functions
- Maintain a close working relationship with the Golf Course Superintendent about golf course and practice range operations and maintenance issues that affect the playability of the golf course.
- Work closely with all Department Heads when needed
- Play golf with members/guests of all skill levels as time and duties permit
- Work with the Membership Sales Director on interaction with prospective members and orientation of new members
- Act as a role model for all employees by demonstrating the behavior and work ethic expected of all employees
- Act as the lead on the Rules of Golf and implement them in regular and tournament play
- Maintains records relating to player and guest rounds and other statistics.
- Develop relationships and satisfy the needs of Members by leading and/or serving on committees, giving golf lessons, playing golf with Club Members and guests, and conducting clinics for men, women, and juniors.
- Provides an Annual Golf Calendar of activities and events for Members.
- Develop and oversee an innovative tournament schedule and golf activities that satisfy golfers of all handicaps
- Attends all staff, management, golf committee, and other applicable meetings and club functions as required.
- Schedules staff hours to assure that members are fully served and that labor costs are maintained.
- Attends national and sectional PGA conferences/meetings, and educational and professional shows to encourage development and enhance the quality and image of the club.
- Represents the club in area professional events, including local, state, or national events, with the approval of the General Manager.
- Maintains high levels of membership satisfaction with a positive, respectful, inclusive, interactive, and highly VISIBLE presence.

CANDIDATE QUALIFICATIONS

- A golf professional who recognizes what a premier member and guest golf experience means and can continually evaluate, enhance, and direct others to achieve that vision and deliver service in a positive, energized, and intuitive manner.
- The ideal Director of Golf will demonstrate an ability to understand and address the needs of the Club's diverse groups and subgroups of players, with the awareness that all member categories maintain high expectations of the golf experience.
- A team builder who has a history of attracting, developing, and retaining a high-performance golf staff and ensuring that they consistently meet well-defined service standards.
- A natural leader with gravitas who brings out the very best in those around him/her by setting clear goals and expectations and providing consistent feedback and support.
- A consummate professional who is knowledgeable in "best practices" in top-performing and high member satisfaction golf operations around the country.
- A proven leader with excellent communication skills both written and verbal, a diverse skills and competencies base, encompassing a multitude of critical areas necessary for success, including but not limited to staff development, organizational skills, management and coaching, merchandising expertise, vendor relationships, caddy programs, strong written and verbal communication skills, interpersonal skills, drive, integrity, and respectful diplomacy.
- A professional who is financially astute with meaningful experience in fiscal operations, budget development, golf operations, and merchandising issues. He/she is aware of critical benchmarking and financial metrics that lead to proactive responses to trending curves.
- Attend conferences, workshops, meetings, and trade shows to keep abreast of marketing and business trends
- A personable individual with a sense of humor and style that is commensurately appropriate to the culture and expectations of a relaxed but respectful membership group and team of associates.
- A professional with a high level of golf-playing ability and true enjoyment of the game.
- A leader with a strong golf community network nationally with top clubs and professionals.
- Maintain and promote a positive professional image within the community
- Maintain a credible golf game and remain current on teaching innovations

EDUCATIONAL AND CERTIFICATION QUALIFICATIONS

- Preferred Bachelor's Degree in Business Administration or Golf Management but not required.
- In lieu of the degree, substantial golf professional and private club experience will be considered.
- A PGA/LPGA member in good standing, with a minimum of 5 years of Head Professional or Director of Golf experience in a like or similar type of facility, is required.

EMPLOYMENT ELIGIBILITY VERIFICATION

In compliance with federal law, all persons hired will be required to verify identity and eligibility to work in the United States and to complete the required employment eligibility verification form upon hire.

SALARY AND BENEFITS

Salary is open and commensurate with qualifications and experience. The Club offers an excellent benefits package, including association membership.

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. Please be sure your image is not present on your resume or cover letter; that should be used on your LinkedIn Profile.

Prepare a thoughtful cover letter addressed to the **Westwood Country Club search committee/Attn: Matt Livingston, General Manager**. Clearly articulate your alignment with this role, why you want to be considered for this position at this stage of your career, and why WCC and the Rocky River, OH area will benefit you, your family, your career, and the Club if selected.

You must apply for this role as soon as possible, but no later than Monday, September 22, 2025. Candidate selections will occur in late September, with the first Interviews expected in mid-October and the second interviews a short time later. The successful candidate should assume his/her role sometime in November.

IMPORTANT: Save your resume and letter in the following manner:

“Last Name, First Name - Resume” &

“Last Name, First Name - Cover Letter – Westwood”

(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 Bethany Taylor: bethany@kkandw.com

Search Executive:

Paul K. Levy, PGA

Search & Consulting Executive

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