

# KOPPLIN KUEBLER & WALLACE

THE MOST TRUSTED NAME IN EXECUTIVE SEARCH AND CONSULTING

## **GENERAL MANAGER PROFILE: RIVER HILLS CLUB JACKSON, MS**

### **GENERAL MANAGER AT RIVER HILLS CLUB**

This is an extraordinary opportunity to lead one of the nation's premier racquet clubs. The next General Manager at River Hills Club will be a visible, inspiring leader who prioritizes member engagement and service excellence, while driving operational performance at the highest level. Collaborating closely with the Board and Committees, this individual will help shape and execute the Club's vision for the future.

#### **Club Mission Statement:**

The River Hills Club of Jackson strives to be the premier racquet, athletic and dining club in Mississippi by providing a family-oriented atmosphere and a level of excellence for its membership that continually meets or exceeds expectations.

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

### **ABOUT RIVER HILLS CLUB**

River Hills Club was officially founded in 1964 by Slew Hester and a couple of Jackson businessmen, whose dream it was to build a first-class racquet facility. From the club's inception, it has been the premier racquet club in Mississippi. Boasting a total of 20 tennis courts that include indoor and outdoor play, the club has since become a first-class swimming and fitness center as well. In 2006, River Hills Club began a huge capital improvement program, which included the total rebuilding of our tennis courts and the erection of a 26,000 square foot clubhouse patterned after a Louisiana plantation home.

Perfectly situated for easy access, River Hills Club provides an excellent meeting place for professional groups to hold formal or informal functions and provides an absolutely beautiful venue for wedding receptions and other gatherings, both large and small.

In addition to the beautiful facilities and campus, River Hills prides itself on outstanding food and service and are proud of their employees, most of whom have been with the club for many years.

### **RIVER HILLS CLUB BY THE NUMBERS**

- 1964 Established
- 700 Stock Members/30 Junior/76 Senior/36 Social/23 Non-Resident
- \$3,000 Initiation fee
- \$4,488 Stock member dues
- \$6.7M Approximate Gross volume
- Approximately \$2.7M Gross payroll
- Approximately \$3.3M Annual dues volume
- Approximately \$2.3M Food & Beverage volume, Food cost 35%
- Number of Employees: Full-time 35, Part-time 57, Seasonal 75
- 9 Board Members
- Average age of members – 55yrs
- Jonas Encore

- 12 outdoor lighted Har Tru Hydro-courts
- 4 outdoor and 4 indoor hard courts
- 4 lighted pickleball courts
- Jr. Olympic size Pool, children's splash pad, fitness center, locker rooms, nursery
- Dining options include: Slew's Lounge, Member's Grill, Main Dining Room, Pool Snack Bar, and meeting rooms

**RIVER HILLS CLUB WEB SITE:** [www.riverhillsclub.net](http://www.riverhillsclub.net)

### **GENERAL MANAGER - POSITION OVERVIEW**

The Board is seeking a General Manager (GM) who works closely with the Board of Directors and committees. The GM is seen as the "face" of River Hills Club and plays a primary role in ensuring that the Club consistently delivers exceptional personalized service. The GM will strive to enhance and elevate the overall membership and staff experience.

A key factor in success is prioritizing members and acknowledging that a solid foundation of staff support, mentorship, clear direction, and a commitment to follow through, while being actively engaged, is crucial. Attention to financial details, maintenance, standard operating procedures (SOPs), overall member experience, staff culture, and other key areas of success is vital. Excellent communication skills, particularly the ability to listen attentively and respond respectfully, are essential for success at River Hills Club.

### **Direct Reports:**

Director of Tennis, Food and Beverage Director, Director of Finance and HR, Director of Membership Sales, Indoor Center Manager, Director of Maintenance, Director of Events

### **INITIAL PRIORITIES OF THE NEW GENERAL MANAGER**

- Get to know the Senior Staff, ensuring they and their respective teams have clear expectations and accountabilities in place.
- Demonstrate the ability to partner effectively with a Board of Directors using traditional governance models, providing strategic insight and executing the Club's vision collaboratively. Review capital projects currently in the planning process to understand their impact on staff and operations.
- Meet and interact with as many members as possible, engaging them to build trust whenever and wherever possible.
- Evaluate security process and procedures.
- Bring all the Club's departments together with a clear focus on "River Hills Club Team" and the Club's goals and mission.
- Develop a report to provide the Board with a thoughtful "State of the Club" analysis following ninety (90) days of overview and insight. This document will be part of the 'roadmap' to success, staff, plan, budget, and other tactics and strategies for short and longer-term goals.

### **KEY ATTRIBUTES**

- Being a visible, positive, energized, trustworthy, and aspirational leader who understands the dynamics of a multigenerational club.
- Superior communication skills, exuding energy, and creativity.
- A confident, diplomatic, and competent professional who is a doer and take-charge person and who recognizes the importance of accountability.
- Possessive of a strong record of selecting and developing talent in club senior leadership roles, and helping those departmental leaders continuously develop themselves and their respective staff in a desire to create a culture of continuous improvement.
- Possess a deep knowledge of club operations, with especially strong F & B and banquet skills as well as strong financial, strategic planning, capital reserve studies, and technology acumen.
- A record of success in a similar quality club or hospitality venue that has a verifiable history of strong member or guest satisfaction and support with a passion for maintaining the highest levels of service.

- Possessive of strong organizational skills and an attention to details necessary to achieve high levels of quality, satisfaction, and outstanding member experiences.
- Effective financial management skills through oversight of annual operating and capital budgets.
- Uses plans and metrics to set goals, measure, and report on performance, and make corrections when needed.
- A charismatic individual with an understanding of true Southern Hospitality, and a demeanor that is commensurate with the culture and expectations of a friendly, fun, and supportive membership and staff.

#### **EDUCATIONAL AND CERTIFICATION QUALIFICATIONS**

- A minimum of 5 years of verifiable, progressive leadership and management experience in similar environments.
- A degree with a focus on hospitality management is desirable, but in lieu of a degree, substantial private club or hospitality industry experience will be considered.
- From the club industry, Certified Club Manager (CCM) designation is encouraged with further certifications being of interest as a commitment to on-going and lifelong learning and networking.

#### **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 offers an excellent bonus and benefits package, including association membership.

#### **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 **River Hills Club search committee/Mr. Anthony Sherman President.** Clearly articulate your alignment with this role, why you want to be considered for this position at this stage of your career, and why RHC and the Jackson, MS 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 September 10, 2025. Candidate selections will occur in mid-September, with the first Interviews expected in early October second interviews a short time later. The successful candidate should assume his/her role in early December.**

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

“Last Name, First Name - Resume” &

“Last Name, First Name - Cover Letter - River Hills Club”

(These documents should be in Word or PDF format)

[Click here](#) to upload your resume and cover letter.

If you have any questions, please email Katy Eliades: [atkaty@kkandw.com](mailto:atkaty@kkandw.com)

#### **Lead Search Executives:**

Armen Suny, Search Executive ▪ **O:** (833) KKW-HIRE, ext.720 ▪ **M:** (303) 570-2741 ▪ [armen@kkandw.com](mailto:armen@kkandw.com)

Len Simard, PTR, PPR Professional, RSPA Master Professional, USTA Life Member, Search & Consulting Executive  
**O:** (833) KKW-HIRE, ext.718 ▪ **M:** (407) 463-8923 ▪ [len@kkandw.com](mailto:len@kkandw.com)