



GENERAL MANAGER



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NORTH SHORE GOLF CLUB

Founded in 1930, North Shore Golf Club is a private golf club on the breathtaking shores of Lake Winnebago, located in Menasha, Wisconsin. North Shore Golf Club, widely considered a hidden gem, has a full golf and social membership with a waitlist to join. The Club features a championship golf course, which has hosted many prestigious Wisconsin amateur events, including the State Amateur, Wisconsin State Open, and Wisconsin State Senior Open. The 22,000 square-foot Clubhouse, featuring spectacular views, serves as a venue for weddings and member and community events.

The dedicated North Shore membership recently approved an \$8 million Pool and Lake House project, targeted for completion in summer 2026. The project features a redesigned pool, upgraded changing facilities, and Lake House enhancements, including an indoor/outdoor bar and a wraparound deck to maximize the lakefront setting.

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GENERAL MANAGER

The General Manager will have a pivotal role in shaping the future of this historic Club. In this role, the General Manager is responsible for overall operations, financial performance, and member satisfaction. Reporting to the Board of Directors, the General Manager ensures that staff are empowered to deliver high-quality service while maintaining accountability through clear goals and regular performance reviews. The role requires a balance of strategic leadership and active operational involvement, with a focus on building strong relationships with members, staff, and department heads.

Direct Reports: Superintendent, Head Golf Professional, Facilities Manager, Marketing & Communications Director, Controller, Events Director, Food & Beverage Manager, Aquatics Manager, Executive Chef



KEY OBJECTIVES

Strategic Leadership and Staff Development

- ▶ Establish and lead consistent department head meetings to align priorities and address challenges.
- ▶ Coach, mentor, and invest in staff at all levels to strengthen leadership pipelines and accountability.
- ▶ Set clear, measurable, and attainable goals as well as performance expectations, with regular reviews to measure progress and performance for all department heads.
- ▶ Build and sustain a service-focused culture that requires professionalism, excellence, strategic thinking, and consistency.
- ▶ Lead the creation of the Club’s new strategic plan, including long-range planning for golf course, facilities, and financial sustainability.
- ▶ Ensure staff understand and support the Club’s mission, values, and long-term direction.



Operational, Financial, and Strategic Oversight

- ▶ Support the Board in long-range planning, aligning operational decisions with strategic and capital priorities.
- ▶ Leveraging the new pool and lake house project to drive member engagement and enhance the overall Club experience.
- ▶ Oversee all Club operations, with emphasis on food and beverage, golf, aquatics, and clubhouse management.
- ▶ Partner actively with the Chef and other department heads to enhance service, quality, and efficiency.
- ▶ Prepare, manage, and monitor operating and capital budgets in collaboration with the Controller and Finance Committee.
- ▶ Implement processes that improve consistency, cost controls, and regulatory compliance.

Member and Board Relations

- ▶ Serve as the primary liaison to the Board and Committees, providing accurate reports and updates on Club performance.
- ▶ Educate and support the Board in governance best practices, succession planning, and decision-making.
- ▶ Maintain open and transparent communication with members through presence, reporting, and feedback channels, including membership surveys.
- ▶ Respond promptly and professionally to member concerns, ensuring issues are addressed.
- ▶ Represent the Club positively in the community, strengthening its reputation and connections.

COMPETENCIES & QUALIFICATIONS

The General Manager must bring a proven record of leadership, operational expertise, and interpersonal effectiveness. The following qualifications and characteristics are essential for success in this role.

- ▶ Bachelor's degree in hospitality, business management, or related field preferred; CCM designation a plus.
- ▶ Minimum of five years of leadership experience in private clubs or comparable hospitality environments.
- ▶ Strong business and financial acumen with proven experience in budget development, execution, and accountability.
- ▶ Demonstrated ability to coach, mentor, and invest in staff development at all levels.
- ▶ Effective communicator with the ability to engage confidently with both staff and members.
- ▶ Approachable leadership style balanced with the ability to maintain professional boundaries.
- ▶ Hands-on management presence with willingness to be active in daily operations as needed.
- ▶ Strong organizational and problem-solving skills with the ability to set priorities and follow through.
- ▶ Experience building collaborative relationships with Boards, Committees, and community stakeholders.
- ▶ Commitment to fostering a culture of accountability, service excellence, and continuous improvement.



COMPENSATION & BENEFITS

- ▶ Comprehensive benefits package, including medical, dental, vision, 401K plan with match, long and short-term disability, and life insurance
- ▶ Benefits package includes:
 - PTO
 - CMAA dues
 - Continuing education allowance
 - Cell phone allowance
 - Relocation assistance
 - Dining allowance



Interested and qualified applicants should submit their resume in confidence to ➡

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