

KOPPLIN KUEBLER & WALLACE

THE MOST TRUSTED NAME IN EXECUTIVE SEARCH AND CONSULTING

DIRECTOR OF OPERATIONS PROFILE: COUNTRY CLUB OF LITTLE ROCK LITTLE ROCK, AR

DIRECTOR OF OPERATIONS AT COUNTRY CLUB OF LITTLE ROCK

An exceptional opportunity is available for a candidate with a strong record of leadership and top-quality operations management experience in private clubs, hotels, high-end restaurants, or resorts. Country Club of Little Rock in Little Rock, AR, is seeking a Director of Operations (DO) to join its high-performing team. The ideal candidate will be expected to demonstrate an elevated level of excellence, positioning themselves for future leadership. Country Club of Little Rock is renowned for its outstanding golf course, racquets programming, fitness facilities, top-tier food and beverage program, and exceptional work environment.

The initial focus of the role is delivering an exceptional Food and Beverage experience, which is of primary importance to the social fabric and culture of the Club. The ability to be consistently organized and innovative while mentoring departmental leadership is the critical skill set required for success in this position. Also important is the ability to intuitively embrace the need to be visible and highly interactive with members and staff; leadership in this area begins and ends with approachability and accessibility.

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

ABOUT COUNTRY CLUB OF LITTLE ROCK

Perched in the historic Pulaski Heights neighborhood, the Country Club of Little Rock (CCLR) offers breathtaking panoramic views of the Arkansas River Valley and the downtown Little Rock skyline. Established in 1902, CCLR is among the oldest country clubs west of the Mississippi, and its history is deeply intertwined with the origin and development of the surrounding neighborhood. Establishing the club required considerable effort: founders relied on a streetcar route and physically carved a road up to the remote hilltop to realize their vision. This bold choice of location continues to define the club's distinctive setting more than a century later.

Today, the Country Club of Little Rock is recognized as one of the premier private clubs in the South, offering a comprehensive set of recreational and social amenities. Its tennis program is among the most extensive in the region, with eight hard courts, seven clay courts, and four dedicated pickleball courts. This range of options allows for play in multiple formats and surfaces, accommodating year-round activity.

A \$20M facility completed in 2022 includes a modern fitness center, providing members with space for exercise, wellness, a coffee shop, bakery, casual dining, and a youth and family center.

Aquatics are centered around a resort-style pool pavilion, which serves as both a recreational facility and a social hub during warmer months. Dining is also a central part of the member experience, with several a la carte venues including the "The Mix" fast casual restaurant, the Poolside Café, and The Skyline steakhouse.

A professional staff supports the operation of the facilities and seeks to ensure a positive member experience. The combination of recreation, dining, and attentive service reflects the club's role as both a social and athletic hub for its membership. CCLR honors its rich history while maintaining relevance through ongoing facility enhancements, including a 2022 clubhouse renovation, and thoughtfully designed programs that engage members across all demographics.

COUNTRY CLUB OF LITTLE ROCK BY THE NUMBERS

- Approximate Total Revenue - \$12M
- Approximate Dues Revenue - \$6.6M Operating, \$1.7M Capital
- Number of members in all categories - 982
- Initiation Fee - \$57,500
- Approximate Annual Rounds of Golf – 16,000
- Food and Beverage Approximate Revenue - \$4.1M, 65% a la carte, 35% events and banquets
- FTE Employees - 100, seasonal – 55
- Approximate Gross Payroll - \$6.4M
- The Club is organized as a 501(c7) and is a for-profit corporation
- 9 Board Members
- Average member age - 52

COUNTRY CLUB OF LITTLE ROCK WEBSITE: www.cclr1902.org

DIRECTOR OF OPERATIONS – POSITION OVERVIEW

The Director of Operations is responsible for the general operation of clubhouse functions relating most importantly to food and beverage, and will quickly include the Clubhouse Maintenance, Security, Family Activities, and Housekeeping, while ensuring that all services exceed members' and guests' expectations. The DO is responsible for all aspects of the Clubhouse operation in the absence of the General Manager/COO and performs specific tasks as requested. They will also assist in the preparation of an annual food and beverage budget. They will develop an awareness of the "club culture" and are responsible for the dissemination of hospitality, friendliness, and goodwill among members, guests, and staff. Their goal is always to help members and guests enjoy the facilities and events of the Club. The DO reports directly to the GM/COO.

INITIAL PRIORITIES OF THE NEW DIRECTOR OF OPERATIONS

The new DO will take on several key responsibilities, with an immediate focus on coordinating food and beverage operations, budgeting, hiring, orientation, coaching, training, inventory control, and creating a culture of teamwork. This role involves ensuring all activities are in line with the Club's policies and governmental regulations. A passion for teaching and training is essential, as the DO will develop and improve training programs for food service personnel, working alongside managers to achieve operational excellence.

The DO will maintain a highly visible and respectful presence with members, demonstrating exceptional communication and interpersonal skills to foster a high level of service. They will also actively recruit team members, focusing on building and developing a strong, cohesive team to drive positive member satisfaction. The role includes overseeing orientation and onboarding programs and ensuring continuous professional development for all staff.

This individual will establish standard operating procedures and oversee food and beverage operations to ensure smooth, consistent service, with high levels of member and guest satisfaction. They will monitor staff performance, ensuring high standards of appearance, hospitality, and cleanliness. Additionally, the DO will be responsible for managing the point-of-sale system, reconciling member revenues, and developing marketing programs to increase participation in dining and banquet activities.

The role requires a focus on financial goals, including developing and monitoring plans and budgets, and ensuring that all operational areas adhere to health, safety, and alcohol consumption regulations. The DO will manage alcoholic beverage inventories, monitor payroll and labor resources, and adjust staffing as necessary to align with financial forecasts.

Collaboration with the Executive Chef is critical to ensure strong communication between kitchen and front-of-house staff. The DO will provide clear expectations to associates, ensuring tasks are well-conceived and resources are available for effective job performance.

They will establish and uphold service standards, ensuring staff adherence to dress and decorum expectations and maintaining a “member-ready” appearance throughout the operation. Finally, the DO will foster a positive work environment by involving associates in decision-making processes, ensuring efficient staffing, and balancing financial and member satisfaction goals.

CANDIDATE QUALIFICATIONS

The ideal candidate is a passionate and experienced leader with a strong background in food and beverage management and a proven track record of delivering premier hospitality services. They will have demonstrated success in leading and growing dynamic food and beverage programs, including managing clubhouse operations, increasing revenues, controlling costs, and achieving financial goals. The candidate should be adept at establishing priorities, managing time effectively, and holding themselves accountable for the execution of plans.

This individual is a relationship-driven leader who can navigate various perspectives to find mutually beneficial solutions. They possess in-depth knowledge of wine, beer, spirits, and multi-dimensional à la carte dining services, along with expertise in catering sales and banquets. The candidate is highly motivated and confident in their abilities, yet humble, with a professional demeanor, integrity, and a strong work ethic. They thrive in a fast-paced, high-energy environment and have a history of developing successful associates and direct reports.

With an understanding of golf and court sports and the traditions of the games, the candidate brings a proactive and confident approach to team building. They have a sincere and engaging presence with members, guests, and staff, and can attract, develop, and retain high-performance teams. The candidate also understands what constitutes a premier club experience and has the ability to execute at that level.

A seasoned professional with a career track record of food and beverage success, the candidate has leadership qualities that enable them to manage all facets of club operations. They possess the financial acumen to understand and manage budgets effectively. With a strong commitment to quality, the candidate ensures that every aspect of the Clubhouse operation, from staff performance to customer service, meets high standards.

The ideal candidate is knowledgeable about human resources practices, including wage and hour laws, employment regulations, and employee benefits, and has excellent communication skills. They are comfortable speaking to diverse groups, whether addressing staff or interacting with members and guests, and recognize the importance of visibility and communication in a premier club setting.

EDUCATIONAL AND CERTIFICATION QUALIFICATIONS

- A bachelor’s degree is preferred, with a focus on Hospitality Management.
- Substantial private club or hospitality experience will be considered in lieu of the degree.
- A Certified Club Manager (CCM) designation from CMAA will be an attractive qualification. Otherwise, the intent to pursue a CCM will be important for all qualified candidates.

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 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 **Country Club of Little Rock, Mr. Wes Hardin, CCM/ General Manager/COO**. Clearly articulate your alignment with this role, why you want to be considered for this position at this stage of your career, and why CCLR and the Little Rock, AR 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 Friday, October 31, 2025. Candidate selections and interviews will occur in November 2025. The successful candidate should assume their role in late December 2025.

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

“Last Name, First Name - Resume” &

“Last Name, First Name - Cover Letter – CC Little Rock”

(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 Alice Stevens: alice@kkandw.com

Lead Search Executive:

Michael G. Smith, CCM, CCE, ECM

Search Executive

O: (833) KKW-HIRE, ext. 719

M: (585) 794-6150

michael@kkandw.com