

GENERAL MANAGER/CHIEF OPERATING OFFICER PROFILE: SKOKIE COUNTRY CLUB GLENCOE, IL

THE GENERAL MANAGER/CHIEF OPERATING OFFICER OPPORTUNITY AT SKOKIE COUNTRY CLUB

Skokie Country Club (SCC) seeks a dynamic and skilled professional to serve as its next General Manager/Chief Operating Officer (GM/COO). The ideal candidate will bring a positive, enthusiastic approach to the club's management responsibilities. This role offers the opportunity to lead one of the premier clubs in the greater Chicago and Upper Midwest region, joining a dedicated team of professionals and serving a family-oriented membership at its highest levels in recent years.

Renowned for its exceptional golf course, high-quality food and beverage operations, and robust racquets programs—particularly its standout paddle tennis and winter activities—SCC is deeply committed to fostering a family-centric environment. This is reflected in how members engage with the club and their genuine care for the staff. Over recent years, the club has completed multiple capital projects to ensure its amenities meet evolving member expectations.

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

SKOKIE COUNTRY CLUB

Founded in 1897 by Chicago businessmen in the North Shore suburb of Glencoe, Skokie Country Club began with the purchase of land on a ridge overlooking an oak savannah and a distant wetland, likely named "Skokie" from a Potawatomi word for swamp or marsh. This inspired the name "The Links of Skokie Country Club."

Over its 120+ year history, the club has seen four course layouts designed by renowned architects including Bendelow (1904), Ross (1914) and the partnership of Langford & Moreau (1938). In 1999, members approved a renovation by Donald Ross disciple Ron Prichard, who restored the greens and bunkers to Ross's original specifications, preserving the course's classic design. The classical style bunkers were renovated again in 2022. Today, the course stretches to at least 7,091 yards from the Championship tees and has hosted prestigious events, including the 1922 US Open (won by Gene Sarazen, the 1952 Women's Western Open (won by Betsy Rawls), the 1998 US Senior Men's Amateur Championship, and the Western Amateur in 2010, 2017, and 2025.

Skokie Country Club remains a cornerstone for members, primarily from the surrounding communities of Glencoe, Winnetka, Wilmette, Kenilworth, Northbrook, Northfield and Glenview. Beyond golf, the club offers diverse amenities, including multiple dining options in the clubhouse and outdoor areas with course views, as well as a modern pool complex with a full-service kitchen and outdoor bar for summer enjoyment.

The club boasts one of the nation's most active paddle tennis programs, with six newly refurbished courts, multiple leagues, and a top-tier paddle house facility, making it the largest paddle tennis community in the Upper Midwest. This is complemented by a robust summer tennis program with six clay courts and five new pickleball courts.

A vibrant schedule of family-friendly programs and events enhances the member experience, including wine dinners, holiday celebrations, and family campouts on the course. The highlight is the annual multi-day "Candlelight Dinner" in late December, the club's most anticipated event of the year.

SKOKIE COUNTRY CLUB BY THE NUMBERS

- At present, there are approximately 780 members in all categories
- \$150,000 Initiation fee for Regular Golf membership
- \$16,164 Annual dues for full member category
- Approximately \$15.6M gross revenues in operations
- Approximately \$5.5M F&B volume (42% FC)
- 118 Employees (FTE), 210 in-season
- Approximately 21,819 rounds of golf played annually
- Club accounting and POS system is Clubessential
- The Club has housing for approximately 34 year-round and seasonal employees
- Skokie is a 501(c)(7), not for profit, tax exempt corporation
- There are 13 Board Members with a one-year term for the President; Committee Chairs serve two years in their respective roles
- Average age of members is 58 years of age

SKOKIE COUNTRY CLUB WEB SITE: www.skokiecc.com

GENERAL MANAGER/CHIEF OPERATING OFFICER POSITION OVERVIEW

The GM/COO position has responsibility for all day-to-day Club operations. He/she directs and administers all aspects of the operations and amenities including each operating entity of golf, racquet sports, pool, food/beverage operations, activities, and programs--to ensure consistently outstanding service delivery to the membership and their guests. Key to the new GM/COO's success is the intuitive sense to be "present" and to sincerely engage with every generation of members and their guests. Additionally, Skokie has a rich history of Club members serving on committees of its various activities to ensure member satisfaction and in support of the Club staff.

The GM/COO is responsible for the implementation and consistent execution of all service standards and processes while providing vibrant, innovative, relevant, and respectful leadership to key managers and staff. A primary objective is for the GM/COO to be the visible and interactive face of the Club and to ensure that departmental goals and objectives are defined, understood, evaluated, and enhanced on a continuous basis.

Being a natural mentor to the team is also critically important, as is being a strong advocate for the team's success. The GM/COO must be a proactive and assertive leader in the process of strategic plan oversight, talent acquisition and retention, membership activities/services programming, ensuring that each of these areas of focus consider current and future membership input and demographics. Additionally, he/she must expect to work to exceed the expectations of members and to recognize trends, evolving demographics, and what will help support the Club in the future. The new GM/COO should have a history of success and of recognizing, respecting, and supporting the contributions of key managers and staff, many of whom have been a part of Skokie for many years.

KEY CHARACTERISTICS

A key requirement is to be able to work proactively with the Board and Club committees who in turn will keep the GM/COO focused on key goals and objectives that benefit the long-term well-being of Skokie. The Board, which takes responsibility for club culture and policies, as well as membership matters through a standing Admissions Committee, is looking for a partner-like mindset from its GM/COO to take a strong role in running the Club, to be out in front of issues, a proactive problem solver and to provide them with solutions and executing to successful outcomes where and when needed.

Outstanding communication skills, both written and verbal, are necessary. Additionally, as the primary communicator of most of the information at the Club, a keen ability to listen, engage, build trust, and be highly approachable is also of critical importance.

Other key attributes, characteristics and style of the successful new leader include the following:

- Exceptional financial acumen balanced with maintaining high member satisfaction.
- Identify and address details in maintenance and operations that need attention and get them done.
- Must have strong operations, systems, and facilities expertise.
- Visionary and mission-oriented on behalf of Skokie Country Club; anticipate how the Club will evolve and be at the forefront of trends in clubs.
- Look for ways to say “yes” with the result leading to increased member satisfaction.
- Knowledgeable and innovative as it relates to technology; having the ability to leverage high tech to improve ‘high touch’ with members as well as efficiency of the operation and enhanced data capture is critical.
- Highly visible, outgoing, conversant, respectful, and diplomatic, but able to say “no” when appropriate without alienating members or staff while doing so.
- Actively participate and be a “thought partner” with the Board, Committees, and contributors to the Club’s success.
- Attract, retain, and develop staff at every level. Work hard to absorb and optimize staff efforts with the goals of the club being your operating guide.
- Innately understanding, empathetic, reliable, and relatable to members and staff at all levels.

CANDIDATE QUALIFICATIONS

The ideal candidate will either be a successful, highly visible General Manager/COO at a club known for exceptional member experiences or be viewed as a club management “up-coming superstar” with a minimum of 5 years of highly successful management in a top tier club.

- Ideal candidate will be outgoing and personable with excellent interpersonal skills
- Candidate must be a charismatic, compassionate professional who truly enjoys the hospitality/club environment
- One who engages effectively with both members and staff
- Team builder with experience training, guiding, and retaining staff
- Passionate about creating a “best place to work” environment
- Possess especially strong communication skills both verbal and written
- Strong sense of accountability and confident decision making
- Detail oriented
- Proven experience providing “best in class” service levels for members and guests
- Demonstrated skills in food and beverage operations are essential
- Familiarity with H2B and visa work programs to attract seasonal talent from around the globe
- Ability to optimize an organizational chart and reporting structure as the Club continues to grow
- Confident ability to help lead and participate in Board and Committee meetings with actionable results
- Possess excellent financial and budgeting skills
- Proven business acumen
- Understanding of and experience in membership demographics, marketing, and retention
- Proven experience with innovative and creative programming
- Sound understanding of golf operations, golf course management, aquatics, and racquet sports
- Experience with overseeing capital and operational projects

EDUCATION

A bachelor’s degree in business administration, hospitality management, or a related field of study is preferred but not required. The CCM designation is desirable but not 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 & BENEFITS

Salary is open and commensurate with qualifications and experience. The club, along with the typical CMAA benefits, offers an excellent bonus and benefit package. Salary Range: \$325,000 - \$375,000 plus bonus.

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.

Preparing a thoughtful letter of interest and alignment with the above noted expectations and requirements is necessary. Your letter should be addressed to **Scott Kingdom, Search Chairman and the SCC Search Committee**, and clearly articulate why you want to be considered for this position at this stage of your career and why SCC and the Greater Chicago area will be beneficial to you, your family, your career, and the Club if selected.

Expressions of interest in this manner should be conveyed to our Firm no later than Friday, November 21, 2025. Candidate selections will occur in early December and first interviews are expected to occur in early January, and the second interviews a short time later. The new candidate should assume his/her role as soon as reasonable notice is given to a current employer following selection.

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

"Last Name, First Name Resume" &

"Last Name, First Name Cover Letter - Skokie 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: holly@kkandw.com

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