

ABOUT YELLOWSTONE COUNTRY CLUB

Billings, MT | Located under the picturesque Billings rimrocks with a magnificent view of the snowcapped Beartooth Mountains, Yellowstone Country Club desires to offer the region's finest membership experience. The championship golf course, designed by renowned golf course architect Robert Trent Jones, Sr., is complemented by racquet sports, aquatic, and full clubhouse facilities.

In recognition of its excellence, Yellowstone Country Club was awarded the Distinguished Club award with Exceptional status in December 2024. In June 2025, YCC was also welcomed as the 40th member of the Robert Trent Jones Society.

Today, YCC offers an 18-hole championship course—currently undergoing a multi-phase restoration, and the first phase is scheduled for completion in October—alongside two indoor golf simulators, the Turn Bar and bar cart service, four post-tensioned concrete tennis courts, two dedicated pickleball courts, a 3,400-square-foot swimming pool with adjacent Snack Stand, and two dining outlets. Above all, YCC continues to create experiences that foster community and lifelong memories for its members and guests.

To Learn More: <https://yellowstonecc.com/>





CLUB DETAILS

Facility: Member-Owned

Course Access: Private

Number of Holes: 18

Annual Dues: \$7,200

Initiation Fee - \$15,000

Number of members to date: 765 (All Categories)

Average Age of Membership: 56

Golf Rounds Annually: 25,000

Annual Club Revenue: \$7.5M

Total Labor Budget: \$3.5M

Full-Time Year-Round Employees: 75

Full-Time Seasonal Employees: 100

Part-Time Employees: 30

POSITION OVERVIEW

Title: General Manager / Chief Operating Officer

Reports to: Club President and Board of Directors

Supervises: Food and Beverage Director/Executive Chef; Controller; Director of Facilities; Membership Director; Director of Human Resources; Head Golf Professional; Golf Course Superintendent; Banquet & Events Director; Tennis Professional; Administrative Assistant

Position Description: Serve as Chief Operating Officer of the club. Manage all aspects of the club, including its activities and the relationships between the club and its Board of Directors, members, guests, employees, community, government, and industry. Coordinate and administer the club's policies as defined by its Board of Directors. Develop and implement operating policies and procedures, and direct the work of all department managers. Implement and monitor the budget, monitor the quality of the club's products and services, and ensure maximum member and guest satisfaction. Secure and protect the club's assets, including facilities and equipment.



ESSENTIAL JOB FUNCTIONS

- Implements general policies established by the Board of Directors; directs their administration and execution.
- As a partner with the Governing Board in advancing the club's mission, the GM/COO discusses with the Board issues facing the club and identifies actual or anticipated problems.
- Apprises the Governing Board of trends, changing circumstances, and unexpected occurrences that could result in making changes to the strategic plan.
- Reports member infractions to the Board for necessary action.
- Monitors long- and short-term objectives and financial reports and, in consultation with the Controller, prepares a financial plan for the club.
- Manages club cash flow and establishes controls to safeguard funds.

- Sets the standard for effective management and demonstrates a concern for the supervision and development of the staff.
- Plans, develops, and approves specific operational policies, programs, procedures, methods, rules, and regulations in concert with general policies.
- In conjunction with the Human Resources Director and department supervisors, establishes employee rules and regulations, work schedules, internal controls, and a performance appraisal system.
- Coordinates the development of the club's long-range and annual (business) plans in efforts to move toward the club's mission.
- Develops, maintains, and administers a sound organizational plan; initiates improvements as necessary.
- Establishes a basic personnel policy; initiates and monitors policies relating to personnel actions, training, and professional development programs.
- Coordinates development of operating, cash, and capital budgets according to the applicable budget calendars; monitors monthly budget and other financial statements; takes effective corrective action as required; approves vouchers before payment; and prepares and makes financial reports to the board of directors.
- Coordinates and serves as an ex officio member of appropriate club committees.
- Welcomes new club members; "meets and greets" all club members as practical during their visits to the club. Develops ongoing dialogue and rapport with members through recognition, communication, and follow-through.
- Provides advice and recommendations to the club's President and committees about construction, alterations, maintenance, materials, supplies, equipment, and services not provided in approved plans or budgets.
- Consistently ensures that the club is operated in accordance with all applicable local, state, and federal laws.
- Oversees the care and maintenance of all the club's physical assets and facilities.
- Coordinates the marketing and member-relations programs to promote the club's services and facilities to present and potential members.
- Ensures the highest standards for food, beverage, sports and recreation, entertainment, and other club services.

- Establishes and monitors compliance with purchasing policies and procedures; reviews and approves purchasing procedures and requirements.
- Reviews and initiates programs to provide members with a variety of popular events.
- Works with subordinate department heads to schedule, supervise, and direct the work of all club employees; confers with them about personnel-related matters, including compensation, job changes, and performance evaluation.
- Convenes and presides over meetings with department managers and conducts regular full staff meetings.
- Attend meetings of the club's Executive Committee and Board of Directors.
- Participates in selected community activities to enhance the prestige of the club; broadens the scope of the club's operation by fulfilling the public obligations of the club as a participating member of the community.
- Properly manages all aspects of the club's activities to ensure and maintain the quality of products and services provided by the club.
- Serves as liaison between all management staff and the board
- Coordinates inter- and intra-committee activities.
- Writes policy and rule directives or approves those written by department heads.
- Has ultimate authority over inter-departmental matters and implements policies concerning employee-employer relations.
- Develops, maintains, and disseminates a basic management philosophy to guide all club personnel toward optimal operating results, employee morale, and member satisfaction.
- Prepares reports and other support material for committee and board use.
- Negotiates and recommends board approval for contracts.
- Provides for and manages use of the club's equipment, space, and materials.
- Establishes and approves workloads, work methods, and performance standards.
- Maintains relations with police, fire, liquor control board, health department, and other governmental agencies.
- Directs purchasing, receiving, storage, issuing, preparation, and control of all products, supplies, and equipment.

- Coordinates as necessary arrangements for public functions and social gatherings, including seating according to protocol and special courtesies extended to members and guests.
- Ensures proper cleanliness and sanitation of all club facilities and environments.
- Performs competitive analyses on clubs and other businesses, providing member alternatives through personal observations and historical reports.
- Oversees risk management programs to ensure that adequate safety measures are in place to protect members, employees, and club assets.
- Handles emergencies such as fires, accidents, and breaches of security or house rules promptly and in person. Emphasizes prevention through training, inspection, and preventive enforcement.
- Secures and protects the club's assets, including intellectual property and brand, thereby enhancing brand equity.
- Convenes and presides over meetings with departmental managers; conducts all-facility personnel meetings.
- Gives directions to and works closely with vendors, outside contractors, firms, and individuals providing services to the club.
- Directs the writing and publishing of the club newsletter and plans for intra-club public relations.
- Maintains relations with local, state, and national associations that promote the game of golf.
- Assists in the sale and transfer of club memberships.
- Provides the security of the club, its environment, and members' belongings.
- Adheres to established board media policies.
- Performs other duties and functions as the club board may direct that are consistent with this job description.





EXPERIENCE AND QUALIFICATIONS

Including, but not limited to, the following:

- Bachelor's degree from a four-year college or university or the equivalent in verifiable experience.
- Maintains membership with the PGA of America and/or Club Managers Association of America (CMAA) and other professional associations.
- Attends conferences, workshops, and meetings to keep abreast of current information and developments in the field to enhance their value and quality of services to the members.
- Substantial private club or hospitality industry experience with management and supervisory experience and progressive professional advancement.
- Management of complex capital projects required.
- Experience working with volunteer committees preferred.

Job Knowledge, Core Competencies, and Expectations:

- Characteristics of a successful GM/COO include honesty, straightforwardness, integrity, accountability, leadership, and dedication.
- Able to inspire and motivate others, earn the respect of the members and employees as well as the community at large.
- Demonstrates exceptional financial aptitude essential for executive leadership, driving strategic financial planning, budgeting, and resource allocation
- Always conducts themselves responsibly and professionally while at or away from the club and encourages other staff members to do the same to reflect the proper image of the club throughout the community.
- Able to be diplomatic and tactful – yet firm – in dealing with member constituents.
- Must demonstrate interpersonal relations skills; be an excellent communicator and a competent administrator; and must be able to communicate the club's vision effectively.
- Ability to set goals and objectives as well as delegate to and coach the department managers and their staff.
- Ability to manage cross-functional teams and multi-disciplinary projects.
- Ability to make complex decisions in a dynamic environment in support of the club's vision, mission, and core values.
- Displays sound judgment.
- Ability to think strategically while meeting operational and near-term objectives.
- Helps to set and maintain high standards for all facilities, services, and communications.
- Knowledge of and ability to perform required roles during emergencies.

COMPENSATION AND BENEFITS

The club will provide a compensation and benefits package commensurate with experience and qualifications. This includes but is not limited to:

- Compensation Package
 - Base Salary: \$190,000 - \$220,000, commensurate with experience and qualifications.
- Performance Bonus
 - Opportunity for annual performance-based bonus.
- Medical & Dental Insurance
 - Employee premium covered 100%
 - Spouse/dependent premiums covered at 50%
- Vision Insurance
- Disability Insurance
 - Short-Term Disability
 - Long-Term Disability
- Health & Flexible Spending Accounts
 - HSA (Health Savings Account)
 - FSA (Flexible Spending Account)
- Retirement Savings
 - SIMPLE IRA with company match
- Work-life / Perks
 - Free meals while on shift
 - Corporate gym membership
 - Costco / Sam's Club membership

APPLICATION INSTRUCTIONS

All applications **MUST** be submitted through the PGA of America's Career Services Department as described below.

Resume deadline is October 23rd, 2025, at 11:59 pm Eastern Time

Combine your cover letter, resume, references, and any supporting documents into one (1) PDF document with the following file naming convention: **Last Name, First Name, Yellowstone Country Club, General Manager / Chief Operating Officer**

Please address all correspondence to - **Dr. Doug McBride | Board President | Yellowstone Country Club**