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GENERAL MANAGER PROFILE: KALAMAZOO COUNTRY CLUB KALAMAZOO, MI

GENERAL MANAGER AT KALAMAZOO COUNTRY CLUB

Kalamazoo Country Club (KCC) in Kalamazoo, Michigan, presents an exceptional opportunity for a dynamic, highly qualified leader to bring innovation, energy, and vision to a historic club on the cusp of a transformative era. Over the next 24 months, KCC will unveil a state-of-the-art 100,000-square-foot clubhouse, along with new pools, racquets complex, movie theater, bowling alley, fitness center, golf performance center and a completely redesigned golf course, positioning the Club as one of the more highly sought-after golf destinations in the Midwest.

Renowned for its genuine Midwestern hospitality, KCC seeks a General Manager (GM) who will ensure operational excellence through proactive leadership and comprehensive management while maintaining a meticulous eye for detail. Success in this role will require an intuitive, inclusive leadership style that fosters collaboration, elevates the member experience, and upholds the Club's tradition of excellence.

Working closely with the Club's COO, the General Manager will focus on delivering an outstanding member and guest experience across all facets of food and beverage and club operations. The position calls for a forward-thinking leader who excels in planning, organization, follow-through, and departmental oversight. Equally critical is the confidence and presence to remain highly visible and actively engaged with both members and staff. Approachability, accessibility, and exceptional communication will define leadership success in this role.

The successful candidate will play a pivotal role in building and nurturing a high-performing team, establishing clear performance metrics, and continually raising the bar on service, workplace quality, and overall club standards.

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

ABOUT KALAMAZOO COUNTRY CLUB AND COMMUNITY

The strength of the Kalamazoo Country Club comes from the impressive composition of community stakeholders that comprise a membership that values excellence, both personally and professionally. From its inception over a century ago, the Club has been built and guided by Members who seek out the best— from championship-grade golf to the finest dining. KCC is a membership that values family and is proud that the Club is a place where generations come together.

The Kalamazoo Country Club has recently come under the stewardship of the Stryker/Johnston family and is a jewel tucked in the heart of Kalamazoo that will take you away from the hustle of the city to a breathtakingly beautiful and serene year-round resort. Enjoyable activities are in full swing every month at KCC, featuring unique social events for both adults and children. Family time is a focus at KCC with youth enrichment activities and events scheduled weekly, both indoors and outdoors.

The current KCC Clubhouse experience was created for Members to enjoy and guests to remember at several different dining venues. KCC Staff treat members and guests with personalized service. The Executive Chef creatively varies weekly features and continues to complement Clubhouse favorites.

During spring and summer, Members enjoy golfing, swimming, tennis, pickleball, socializing, and participating in outdoor events. In the winter, members enjoy Platform Tennis, sledding, cross-country skiing, and snowshoeing, as well as participating in indoor programming, dining, and family memory-making celebrations. The Club's incredible landscape, preserved for over a century, makes for one of the most magical locations in Southwest Michigan.

The most exciting part of the position is the fact that Kalamazoo Country Club has embarked on a journey to completely transform its facilities and golf course, which in turn will help strengthen the local economy by attracting companies and new industries to the area.

With the help of Chambers USA and Andrew Green Design, the Club will take on a completely new look in a couple of years, one with a new 100,000-square-foot clubhouse as well as a golf course that will be the first Andrew Green Signature in the country.

The Kalamazoo Community is an excellent place to raise a family with a low cost of living, an extremely favorable housing market, solid schools, close proximity to Lake Michigan, Detroit & Chicago, and plenty of things to do for entertainment.

KALAMAZOO COUNTRY CLUB BY THE NUMBERS:

- Initiation fee: \$35,000 (Golf)
- Dues: \$10,560 (Golf)
- Total number of active members: 448
- Approximate number of member events annually: 118
- Approximate annual revenue: \$8M
- Approximate rounds of golf (2025): 13,000 (2025), 19,000 (2024)
- Approximate gross Golf Shop Operations Payroll: \$80,000
- Food and beverage minimum: \$300 quarterly
- Average age of members: 54

KALAMAZOO COUNTRY CLUB WEB SITE: www.kalamazoocountryclub.com

GENERAL MANAGER – POSITION OVERVIEW

The General Manager (GM) of Kalamazoo Country Club will be responsible for overseeing the successful opening of the new Clubhouse and subsequent phases, ensuring operational excellence and driving strategic growth throughout the Club. Reporting directly to the Chief Operating Officer of Hospitality, with a dotted line to the ownership group (Greenleaf Hospitality Group or GHG), this position will be pivotal in delivering exceptional member experiences, optimizing operational efficiency, and contributing significantly to the Club's overall success.

A central element of this role will be shaping and enhancing the culture, personality, and unique atmosphere of Kalamazoo Country Club, its membership, and its employees. The GM will embody a visible, warm, and welcoming presence, setting the tone for the Club by personally engaging with members and staff and leading by example in service and hospitality. This individual will be actively involved in front-of-house operations, attending events large and small, and fostering the intangible qualities that define KCC's distinctive environment and expansive amenities.

In collaboration with the COO and Greenleaf Hospitality Group, KCC's ownership entity, the GM will market the Club's vision to the appropriate clientele, working to grow membership and strengthen its ties to the community. Reporting lines to the GM will include key department heads such as the Director of Golf, Golf Course Superintendent, Director of Food and Beverage, Executive Chef, and Member Experience Manager.

Throughout the pre-opening phases, the GM will partner closely with the CFO and COO to manage the final stages of identified projects, leading the KCC team in the efficient and effective execution of all pre-opening activities. This includes overseeing member and staff onboarding for sequential pre-opening phases while monitoring project progress and performance against established baselines and key performance indicators.

Once operational, the GM will continue to work closely with the COO and ownership group to develop timely and accurate reports, financial data, and operational insights necessary to monitor performance, assess the Club's financial position, and plan for future needs. The GM will review adherence to operational goals and serve as a trusted advisor on management matters.

INITIAL PRIORITIES OF THE NEW GENERAL MANAGER

- Demonstrate a deep understanding and appreciation of Kalamazoo Country Club's traditions and culture, contributing meaningfully to its continued growth and success.
- Bring extensive experience in golf and member services with the proven ability to deliver exceptional results at the highest level.
- Serve as a hands-on, approachable leader who leads by example and inspires confidence across all levels of the organization.
- Exhibit outstanding communication skills and the ability to develop clear, actionable performance objectives that drive overall member satisfaction as a top organizational priority.
- Implement and oversee a robust performance management system to ensure the highest standards of conduct and member engagement. This includes maintaining excellence in appearance, hospitality, service, cleanliness, and achievement of agreed-upon financial metrics.
- Foster a high-performance culture by involving associates in decision-making processes, enhancing teamwork, and further elevating an already desirable and rewarding work environment.
- Show enthusiasm and expertise for teaching, training, and staff development by enhancing orientation and training programs, partnering with managers to strengthen operations, and guiding staff to fully embrace the Club's values and goals.
- Possess strong administrative and analytical skills with the ability to identify, articulate, and address the Club's needs to maintain a healthy financial position through data-driven decision-making.
- Maintain a progressive "forward focus" on technology and sustainability to ensure the Club's long-term success.
- Build and nurture polished, personal, and diplomatic relationships, serving as a candid and trusted "thought partner" to Greenleaf Hospitality Group's leadership.

CANDIDATE QUALIFICATIONS

- Possess a minimum of 5–7 years of progressive leadership and management experience with a proven record of consistent advancement in a contemporary business model or comparable hospitality operation recognized for exceptional service standards. Kalamazoo Country Club welcomes both seasoned General Managers as well as "rising stars" who demonstrate the requisite potential and are currently excelling in similarly distinguished club environments.
- Bring valuable experience in launching new properties or managing large-scale capital projects, which is highly regarded for this role.
- Exhibit strong interpersonal and communication skills with a process-driven, goal-oriented approach to leadership.
- Demonstrate sound judgment and effective decision-making abilities, resolving challenges promptly and efficiently—qualities that will be validated through references and interviews.
- Maintain a meticulous attention to detail, exceptional time management skills, and the ability to instill these same proficiencies in team members.

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.
- Industry certifications such as CCM or PGA are encouraged but not required.

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 **Kalamazoo Country Club/ Mrs. Jessica Stoneburner**. Clearly articulate your alignment with this role, why you want to be considered for this position at this stage of your career, and why KCC and the Kalamazoo, MI 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, November 21, 2025. Candidate selections will occur late November, with the first Interviews and the second interviews a short time later. The successful candidate should assume his/her role by late January 2026.

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

“Last Name, First Name - Resume” &

“Last Name, First Name - Cover Letter – Kalamazoo CC”

(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

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