

GENERAL MANAGER/CHIEF OPERATING OFFICER PROFILE: TULSA COUNTRY CLUB TULSA, OK

GENERAL MANAGER/CHIEF OPERATING OFFICER OPPORTUNITY AT TULSA COUNTRY CLUB

The General Manager & Chief Operating Officer (GM/COO) is the chief executive of the Club, responsible for the leadership, strategic direction, and day-to-day management of all club operations. Reporting directly to the Board of Directors, the GM/COO acts as the bridge between the Board and staff, enabling the Board to focus on governance and long-term strategic priorities while ensuring operational excellence across all areas of the Club.

The ideal candidate will be a highly visible, member-focused leader who honors and builds upon TCC's rich history and culture while advancing an exceptional member experience, operational excellence, and long-term financial sustainability. The GM/COO will provide strategic and inspirational leadership to the management team and staff, fostering a culture of accountability, collaboration, and continuous improvement, with a strong commitment to professional growth and career development. The successful candidate will have a strong financial acumen and will embrace building sincere relationships with both members and guests.

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

ABOUT TULSA COUNTRY CLUB AND COMMUNITY

Tulsa Country Club (TCC), established in 1908, is a premier private club located minutes from downtown Tulsa. As Tulsa's first private club, TCC is known for its championship golf course, active membership, and a culture that blends tradition with the modern touches today's members seek. Following the recent completion of a multi-year \$15 million capital initiative, Transform TCC, the Club features updated amenities including new member dining areas, refreshed locker rooms, pool, grill, and banquet rooms, as well as a newly constructed Golf Performance Center, Club and Bag Storage Building, and a new Turf and Landscape Maintenance Facility.

At the heart of the Club is its exceptional 18-hole golf course, originally designed by legendary architect A.W. Tillinghast and masterfully restored by Rees Jones. Widely regarded as one of the finest courses in the region, it offers classic design integrity, pristine playing conditions, and sweeping skyline views just minutes from downtown. Beyond golf, members enjoy tennis and pickleball courts, a vibrant tournament schedule, and a professional staff dedicated to preserving the course's architectural legacy and year-round excellence.

The Club's amenities extend well beyond the course. A recently refreshed resort-style pool serves as the heart of summer, featuring shaded lounge areas, casual dining, and robust seasonal programming. The clubhouse offers elevated dining experiences, casual gathering spaces, and private event venues capable of hosting intimate dinners or celebrations for up to 300 guests. Family-focused offerings—including a daily Kids Club and summer-long Kids Camp—ensure that every generation feels at home.

Located just moments from downtown Tulsa, TCC combines convenience with a sense of retreat. Members enjoy easy access to the cultural, business, and entertainment hubs of the city while returning to a welcoming, close-knit club community. It is a place where traditions are honored, friendships flourish, and every visit—whether for championship golf, poolside relaxation, or a milestone celebration—feels like coming home.

TULSA COUNTRY CLUB BY THE NUMBERS:

- Aggregate members in all categories: 740
- Average age of member: 46
- Initiation Fees: \$10k

- Annual Due: Approximately \$12,360
- Approximately \$10.4M Gross volume
- Approximately \$6.1M Annual dues volume
- Approximately \$2.1M Annual F&B volume
- Food Cost 25%
- 36% a la carte 64% banquets
- Approximately 100 Employees Year-Round with 150 during peak Season
- Approximately 27,000 Rounds of Golf Annually
- 13 Board members, each serving 3-year terms with an option for a 4th term
- 7 Committees – Executive, Member Standards, Greens, Golf, House/Pool, Capital Assets, Handicap
- Club operates as a 501c7
- POS & Accounting System: Cobalt

TULSA COUNTRY CLUB WEBSITE: www.tulsacountryclub.com

GENERAL MANAGER/CHIEF OPERATING OFFICER POSITION OVERVIEW

The GM/COO has full responsibility for all aspects of operations at TCC, effectively managing all resources, reporting to the Board of Directors, and administratively to the President of the Board. The GM/COO will lead the management team, be representative of modern, ‘metric-oriented’ management practices, and indirectly supervise all employees of the Club while intuitively promoting a positive, engaging, and highly competent service culture in all operations. He/she will be responsible for managing all of the Club’s operations and directing the activities of its staff. Direct reports include the following department heads - Golf Professional, Golf Course Superintendent, Clubhouse Manager, Executive Chef, Banquet Director, Controller/Business Manager, Facilities Manager, Membership Director, and Marketing/Communications Director.

Club membership highly regards TCC staff, and the enhanced continuance of a fully engaged, energized, well-trained, committed team is critical for continued success.

He/she must be able to clearly and intuitively exemplify and perpetuate a true top “Club Experience” commensurate with what is one of the top family-oriented country clubs in Oklahoma. A successful candidate will be an integral and proactive part of developing relationships that lead to membership interest, retention, and/or business opportunities, and will be effective in orienting and welcoming new members.

ESSENTIAL RESPONSIBILITIES

Strategic Leadership & Governance

- Partner with the Board to develop, communicate, and execute the Club’s strategic plan.
- Serve as an advisor to the Board, offering timely, data-driven recommendations and updates on operational and financial performance as well as industry trends.
- Support and implement Board policies with professionalism, clarity, and transparency.
- Act as an ex officio member of committees, ensuring alignment between governance and management. Attends all Board meetings as COO and develops the agenda, provides materials
- Ensures the Club is operated by all applicable local, state, and federal laws

Operational Excellence

- Oversee all Club operations, including golf, food & beverage, facilities, pool, member services, and administrative functions.
- Oversee and maintain the policies, procedures, and service standards to ensure consistently high member satisfaction.
- Oversee staff to ensure proper maintenance of the golf course, facilities, grounds, and amenities to the highest standards of safety, appearance, and functionality.
- Ensure compliance with all applicable federal, state, and local laws and regulations.

Financial Stewardship

- Lead preparation and management of operating and capital budgets.
- Monitor and report to the Board and staff on financial performance, ensuring accountability and fiscal discipline.
- Identify opportunities for operational efficiencies and revenue growth without compromising service quality.
- Oversee capital assets and protect the Club's long-term financial health.

Leadership & Culture

- Recruit, train, evaluate, develop, motivate, and inspire a high-performing team of department heads and staff, fostering a collaborative and service-oriented culture. Recruit additional staff as needed. Works with the management team to schedule, supervise, and direct the work of all Club employees
- Establish clear performance expectations and accountability at all levels of the Club.
- Promote professional growth through training, mentoring, and performance development.
- Be a visible, approachable, and trusted leader to both staff and members.
- Attends conferences and educational events to keep abreast of current information and developments in the field.
- Participates in outside activities that are judged as appropriate and approved by the President of the Board to enhance the prestige of the Club; broadens the scope of Club operations by fulfilling the public obligations of the Club as a participating member of the community

Membership & Member Experience

- Champion an exceptional member experience by ensuring warm, attentive, and personalized service.
- Oversee membership marketing, onboarding, and engagement strategies to sustain and grow membership.
- Serve as a primary ambassador of TCC's culture and traditions, ensuring a welcoming environment for members and guests.

INITIAL PRIORITIES OF THE NEW GENERAL MANAGER

- Implement general policies established by the Board of Directors
- Develop, maintain, and administer a sound organizational plan, and initiate improvements as necessary
- Become knowledgeable on the club's finances and accounting, and understand the financial model, its history for implementation, and how Tulsa Country Club makes its financial projections
- Listen and observe, while learning and assessing the operation.
- Bring an innovative and collaborative mindset to a club looking for opportunities to modernize operations using the best of today's technology
- Quickly bond with the current Club staff by being accessible and approachable
- Get to know members as quickly as possible, engaging them sincerely and enthusiastically by being visible and approachable.
- Work closely with the Board of Directors, Committees, and senior management staff to ensure a complete understanding of Tulsa Country Club, its history, culture, and traditions before making any significant changes
- Focus on the two key elements to long-term success at Tulsa Country Club -- membership and employee engagement

CANDIDATE QUALIFICATIONS

- Proven track record of success as a General Manager, COO, Assistant GM/COO, or senior leader in a private club, resort, or luxury hospitality setting. Significant progressive management experience in a well-regarded private club (preferred) or similar hospitality environment, preferably with at least 5 years in a top executive role, or Assistant General Manager role at a well-regarded, top-performing club under an experienced leader
- Strong and verifiable experience in leading a dynamic, progressive, "family-centric" club environment with significant recreational and social activities and amenities
- Excellent leadership skills with the ability to make timely decisions based on relevant data with the ability to build trust, mentor and motivate teams, and lead through change.
- Verifiable commitment to ongoing professional development and a clear understanding of both trends and benchmarks in the club industry, as well as a strong professional "network."

- Strong financial acumen, budgeting expertise, and strategic business planning capability. High Energy, highly visible, and enjoys being forward-facing as the top club executive
- Outstanding interpersonal communication skills with a member-first mindset.
- High emotional intelligence, sound judgment, and an authentic, approachable leadership style.
- Experience overseeing food & beverage operations at a high level of quality and consistency.

Experience in a for-profit operating model will be seen as a plus, as the Club is early in the stages of a strategic plan and capital dues strategy. A true appreciation of golf, its history, and how to deliver an exceptional “experience” to members and guests. A verifiable history of success in working in a member-owned organization, appreciating the need to gain consensus and buy-in to well-conceived, majority interest objectives benefiting the long-term well-being of the organization. A fundamental nature of calmness, emotional intelligence, and strength, as well as tactfulness and diplomacy. Strong overall communication skills in both verbal and written form Impeccable integrity, business ethics, and sound judgment

The role of GM/COO at TCC should be attractive to those qualified candidates seeking a stable, long-term commitment to a community with an outstanding history and stability. For the right individual with passion, enthusiasm, and consistently enhanced skill sets, Tulsa Country Club can be the type of opportunity that could be the “pinnacle role of one’s career.”

EDUCATIONAL AND CERTIFICATION QUALIFICATIONS

- A Bachelor’s degree from a four-year university or college, preferably in Hospitality Management, Business Administration, or a related field preferred
- In lieu of a Bachelor’s degree, substantial private club or hospitality experience may be considered
- Certified Club Manager (CCM), Certified Club Executive (CCE), or PGA GM/COO Certification designation preferred

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 commensurate with qualifications and experience. The Club offers, along with the typical CMAA and PGA benefits, continuing education and professional development support, an excellent bonus, and a comprehensive benefits package.

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. Please be sure your image is not present on your resume or cover letter; that should be used on your LinkedIn Profile.

Prepare a thoughtful cover letter addressed to the **Tulsa Country Club search committee/Attn: Bob O’Neal, Search Chairman**. Clearly articulate your alignment with this role, why you want to be considered for this position at this stage of your career, and why TCC and the Tulsa, OK 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 Tuesday, April 7, 2026. Candidate selections will occur mid-April, with the first Interviews expected in early May, and the second interviews a short time later. The successful candidate should assume his/her role in late June.

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

“Last Name, First Name - Resume” &

“Last Name, First Name - Cover Letter – Tulsa 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 Bethany Taylor at: bethany@kkandw.com

Search Executive:

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