



GENERAL MANAGER

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STRATEGIC CLUB SOLUTIONS

GREEN GARDEN COUNTRY CLUB

Located in Frankfort, Illinois (approximately 45 miles southwest of downtown Chicago), Green Garden Country Club is a high-volume, publicly accessible golf operation with strong year-round programming across golf, events, and dining. The Club is staffed with experienced department leaders, and ownership has recently restructured leadership across its portfolio to focus on operational performance and continued growth.

The property features 45 holes of golf across two 18-hole courses and one 9-hole course, a 36-bay indoor driving range, and a remodeled clubhouse with a full-service restaurant open to the public and banquet capacity for up to 300 guests. Green Garden operates alongside Hickory Hills Country Club (27 holes) and other hospitality and entertainment properties in the south suburban Chicago market.

www.greengardencc.com





GENERAL MANAGER

The General Manager leads the full operation of Green Garden Country Club, serving as the consistent operational anchor for a multi-channel facility that includes an outdoor grass tee driving range. This is a visible, hands-on leadership role with direct accountability for staff performance, guest experience, financial results, and day-to-day execution across all departments. The right person navigates operational complexity with confidence, takes clear ownership of outcomes, and brings a grounded, steady presence to a team that's ready to perform.

Reports to: Regional General Manager

Direct Reports: Pro Shop and Outings Manager, Restaurant Manager, Outside Operations Manager & Golf Sales / Communications Manager

Works in Partnership with: Regional Golf Course Superintendent



KEY OBJECTIVES:

Team Leadership and Communication

The General Manager will provide direct, consistent leadership of a newly structured department team.

- Provide direct oversight of all department heads and maintain clear performance expectations.
- Establish consistent communication with direct reports and corporate leadership.
- Proactively identify operational needs, drive solutions where possible, and communicate clearly with corporate leadership when broader support is needed.
- Step in across departments as needed; this role requires a manager who changes hats without hesitation.
- Maintain an instinctive read on the operation (what's working, what needs attention, and where the team needs support) across all areas of the facility.

Revenue Performance

The General Manager is expected to maintain and incrementally grow performance across these channels while protecting what already has been proven to be successful.

- Oversee tee sheet performance, league scheduling, and outing logistics in coordination with the Pro Shop and Outings Manager.
- Support the annual membership program.
- Monitor food and beverage revenue and cost performance in partnership with the F&B Manager.
- Track and report performance against ownership benchmarks through corporate accounting systems.
- Identify incremental opportunities to increase rounds, outing volume, and overall facility utilization.

Guest Experience

Green Garden serves a high volume of daily players, outing groups, restaurant guests, and members. The General Manager sets the tone for the guest experience across all of these touchpoints and ensures that service standards are maintained consistently throughout the operation.

- Maintain visible, accessible on-site presence during peak operating hours and events.
- Ensure service standards are upheld consistently across the pro shop, restaurant, and course operations.
- Address guest concerns directly and promptly, with appropriate follow-through.
- Oversee the guest experience for large outings, from arrival through post-event, in coordination with department heads.
- Monitor facility presentation, cleanliness, and operational readiness across all areas.



First-Year Priorities

To be successful in the first year, key priorities include:

- Execute a smooth reopening of the 36-bay indoor golf dome, including staff readiness, operational logistics, and proactive communication with ownership on milestones.
- Develop a working knowledge of all revenue channels and serve as the eyes and ears of the operation.
- Establish trust and accountability with department heads by being present, consistent, and direct.
- Communicate proactively, identifying opportunities before they escalate and following through on commitments.
- Maintain or improve revenue performance across outings, membership, and food and beverage without major structural changes.
- Identify process improvement opportunities; implementation in year one is welcome but not required.

Competencies and Qualifications

The successful candidate will demonstrate:

- Minimum three years of experience as a General Manager or Assistant General Manager at a golf/food & beverage facility.
- Golf facility management experience is essential.
- Demonstrated experience managing multi-department teams with direct reports across multiple functions.
- Proven experience in high-volume operational environments, including large-scale event or outing programming.
- Solid financial management skills, including budget oversight, cost control, and performance reporting.
- Strong verbal and written communication skills with the ability to operate within a structured reporting hierarchy.
- Proficiency with or ability to quickly learn GolfNow and QuickBooks.
- Must reside within approximately 100 miles of Frankfort, Illinois; this position is not eligible for relocation assistance.

Compensation and Benefits

- Salary compensation is commensurate with experience, plus a performance bonus.
- Comprehensive benefits package, including health, dental, and vision benefits and PTO.

Please do not contact the Club directly regarding this opportunity. Interested and qualified applicants should submit their resume in confidence to Rob Schlingmann, CCM, CCE, CAM at Strategic Club Solutions: Rob@strategicclubsolutions.com.



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