

# KOPPLIN KUEBLER & WALLACE

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## **GENERAL MANAGER/CHIEF OPERATING OFFICER PROFILE: JACKSONVILLE GOLF & COUNTRY CLUB JACKSONVILLE, FL**

### **THE GENERAL MANAGER/CHIEF OPERATING OFFICER OPPORTUNITY AT JACKSONVILLE GOLF & COUNTRY CLUB**

Jacksonville Golf & Country Club (JGCC) is seeking a hospitality professional with strong leadership and project management experience to serve as their General Manager/Chief Operating Officer (GM/COO). The candidate must embody and demonstrate a confident servant leadership style that promotes a continued positive culture with an emphasis on organizational consistency, team development, and financial management skills while maintaining the highest levels of member satisfaction and retention.

The GM/COO will join the club at the commencement of construction for Phase One of the \$30M, two-phase “Blueprint for Tomorrow” project. This will include the opening of the club’s new \$14M resort-style pool, fitness center, and casual dining/bar in 2027. Phase Two will include a \$2M renovation to the lower-level clubhouse and a \$14M golf course enhancement by architect Andy Staples to begin in Q4 2027. The successful candidate will also enjoy the opportunity to live and work in one of the country’s most desirable locations.

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

### **ABOUT JACKSONVILLE GOLF & COUNTRY CLUB**

Jacksonville Golf & Country Club is a private member-owned, family-oriented country club in Jacksonville, Florida, opened in 1989 with an 18-hole championship golf course designed by architect Clyde Johnston in consultation with PGA Tour champion Fuzzy Zoeller. The course, which plays to approximately 6,892 yards from the back tees with a par of 72, quickly earned recognition for its strategic layout, challenging yet playable design, and Bermuda grass playing surfaces. Situated within a 919-home gated residential community near beautiful beaches, the club offers a full complement of amenities, making it a premier destination for golf and social activities in Northeast Florida.

In addition to exceptional golf and practice areas, JGCC members enjoy an extremely popular racquets program featuring 10 Har-Tru tennis courts that anchor a very engaged tennis population, 6 new pickleball courts, an outdoor swimming pool complex, and a fitness center with yoga, spinning, Pilates, and aerobic programs. Multiple dining options include The Fairway Dining Room with patio seating, Mulligans, The Down Under, and poolside Snack Shack. Additionally, JGCC members enjoy a year-round, robust social and events calendar that includes a Junior Tennis program, “The Dolphins” competitive youth swim team, and Kids’ Camp programming.

### **JACKSONVILLE GOLF & COUNTRY CLUB BY THE NUMBERS:**

- Approximately \$11M Gross Volume
- Approximately \$5.2M Annual Dues Volume
- Approximately \$3M Food and Beverage revenue
- Approximately 30,000 – Rounds of Golf Annually
- 303 Full Golf Members, 60 Sports, 112 Racquets, 178 Social
- 84 FTE Employees, 20 Seasonal
- POS – Clubessential
- 9 Board Members, 3-year terms
- 58 - Average age of membership

**JACKSONVILLE GOLF & COUNTRY CLUB WEB SITE:** [www.jaxgcc.com](http://www.jaxgcc.com)

### **GENERAL MANAGER/CHIEF OPERATING OFFICER - POSITION OVERVIEW**

The General Manager/Chief Operating Officer of Jacksonville Golf & Country Club reports directly to the President of the Board of Governors and has accountability to the Board of Governors. The GM/COO manages all aspects of the club's operations and works closely with the Strategic Planning Committee to execute the articulated vision. He/she coordinates and administers the club's policies as defined by the Board of Governors, develops operating policies and procedures, and directs the day-to-day work of all departments including golf operations, course maintenance, food and beverage, fitness, racquets and aquatics, accounting/budgeting, human resources, social and entertainment. Specific emphasis should be on delivering the highest quality standards to enhance the experience for members and their guests.

Communication, while clearly important at all clubs, is of utmost importance at JGCC. The GM/COO must be comfortable and effective in communicating with all levels of staff, with the membership's varying demographics, with outside vendors and community leaders, and in both one-on-one and large-group settings. Exceptional personal presentation and writing skills are critical in this role as is a sincere and natural front-facing, approachable style. Collaborating with the Board, Committees, and Senior Staff, the GM/COO must ensure that the Club's vision is relevant, timely, and well-constructed, and that all involved understand their accountabilities.

The GM/COO is expected to be a consummate and respectful professional in terms of transparency, honesty, straightforwardness, integrity, accountability, leadership, and dedication. He/She must demonstrate leadership, mentorship, create a culture of accountability and continuous improvement, and be able to inspire and motivate a strong team at JGCC and earn the respect of the members and employees as well as the community at large. Understanding how to gain and maintain the trust and confidence of these constituencies is a critical success factor as well.

Jacksonville Golf & Country Club is a busy and multi-faceted operation that requires significant administrative and organizational skills and possessing strong financial acuity is important, as is the ability to analyze and convey important financial information and expectations to various Committees, the Board, and the leadership team succinctly and concisely.

### **CANDIDATE QUALIFICATIONS**

- An engaged and visible individual with a proven track record as a GM/COO and a passion for service excellence in all facets of club operations, providing innovative leadership and sound guidance to club membership and staff.
- A confident and respected leader with strong executive presence who can communicate diplomatically and effectively, support decisions with sound reasoning, and stand firm, when necessary, in the best interests of the Club. The successful candidate will serve as a trusted strategic partner to the Board while demonstrating accountability and ownership of the role.
- Ideally, a track record of successful capital project management.
- A good listener who intuitively knows how to process member feedback and respond in a timely and appropriate fashion.
- A proactive candidate with the ability to appropriately delegate, focus on continuous improvement, operational effectiveness, efficiency, and set goals with measurable results.
- A candidate committed to team development, continuing education, and maintaining peer group networking to stay current with industry trends and best practices.
- A candidate with developed interpersonal and written communication skills who has a proven track record of effective communication with all club property constituents.
- A minimum of 5-7 years of progressive leadership/management experience in a private member-owned club, high-end resort operation, or residential club, preferably those with member boards and committee involvement.

- Strong history of success and keen understanding of quality Food and Beverage operations, including revenue growth, training, innovation, and creativity, and strong service culture and team development.
- Proven and verifiable leadership qualities with a demonstrated ability to direct, coordinate, and control all aspects of a full-service club and community.
- Demonstrated ability to attract, hire, develop, and retain a high-performing cross-functional team focused on continuous improvements and excellence.
- One who recognizes that he/she needs to be a creative problem solver whose ability to convey ideas, suggestions, and solutions in a thoughtful, well-reasoned manner with a high level of integrity to gain trust, buy-in, and support from both members and staff. The GM/COO will seek continuous thoughtful evaluation of enhancements or innovations of activities, programs, and experiences as a natural part of the GM/COO's operating style.
- An organized and detail-oriented leader who understands consistency, high standards, and attention to detail drive member satisfaction and exceptional member experience.
- Financial and budgeting acumen with prior P&L responsibility, as well as a true understanding of the balance sheet and cash flow, are necessary requisites.

#### **EDUCATIONAL AND CERTIFICATION QUALIFICATIONS**

- A bachelor's degree is preferred with a focus on Hospitality Management.
- In lieu of the degree, substantial private club or hospitality experience will be considered.
- Industry certifications such as CCM, CCE, or PGA are preferred.

#### **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 **Mr. James McCarthy, Search Chairman and the Jacksonville Golf & Country Club Search Committee** and clearly articulate your alignment with this role and why you want to be considered for this position at this stage of your career, and why JGCC and the Jacksonville, FL area will be beneficial to 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, July 10, 2026. Candidate selections will occur in late July, with the first Interviews expected early August, 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 – Jacksonville Golf & 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](mailto:holly@kkandw.com)

**Search Executives:**

Sam Lindsley

Search Executive

**O:** (833) KKW-HIRE, ext. 712

**M:** 216-509-2250

[sam@kkandw.com](mailto:sam@kkandw.com)

Kurt D. Kuebler, CCM, CMAA Fellow

Partner

**O:** (833) KKW-HIRE, ext. 701

**M:** (407) 864-6798 – Jupiter, FL

[kurt@kkandw.com](mailto:kurt@kkandw.com)