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GENERAL MANAGER PROFILE: LAKE GENEVA COUNTRY CLUB LAKE GENEVA, WI

GENERAL MANAGER OPPORTUNITY AT LAKE GENEVA COUNTRY CLUB

Lake Geneva Country Club, a highly seasonal, traditional, understated, multi-generational family club is seeking a positive, engaged and highly capable professional who has strong operational leadership experience to be its General Manager. The club has traditionally operated under the model of direct board oversight of the senior managers but will be evolving with the new General Manager. The candidate must embody and demonstrate a confident leadership style that promotes a positive culture with an emphasis on team development, food and beverage consistency and financial management skills while maintaining the highest levels of member satisfaction. The club enjoys a core of well-respected staff with developed skills and a caring membership with an eye on the future.

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

ABOUT LAKE GENEVA COUNTRY CLUB AND WAUWATOSA, WI

Lake Geneva Country Club, founded in 1895, stands as one of the oldest private golf clubs in the Midwest and is believed to be the oldest still operating on its original site along the south shore of Lake Geneva in southeast Wisconsin. The club's 18-hole course was originally designed by Scotsman Robert Foulis and this heritage contributes to the course's distinctive, gently rolling layout with beautiful lake views and a classic, player-friendly character suited to a family-oriented club. The gracious clubhouse, rebuilt in 1915 in Prairie Style after a fire destroyed the original, serves as a welcoming centerpiece for members and guests.

The club offers a rich array of amenities beyond golf, emphasizing recreation and social connection for all generations. Members enjoy 4 Har-Tru tennis courts, 4 Pickleball courts, a lakefront area for swimming and relaxing, and practice facilities including a driving range and putting greens. The clubhouse hosts fine and casual dining with stunning lake views while event spaces accommodate gatherings, banquets, and celebrations. Additional features include covered boat slips for members, paddle tennis for cooler weather and a strong emphasis on family activities, such as multi-generational events that foster a tight-knit community.

Seasonal use at Lake Geneva Country Club aligns with a traditional "fair weather" calendar, typically opening in early May with a Derby Day party and closing after Thanksgiving weekend in late November. Golf and outdoor activities dominate the warmer months, highlighted by the historic Annual Men's Golf Invitational (dating to 1898, one of the oldest consecutive match-play events in the U.S.) and July 4th festivities with lakeside fireworks. In winter, while the clubhouse is closed, members continue to engage through paddle tennis and iceboating on the frozen lake, maintaining year-round community spirit in this scenic Wisconsin setting.

LAKE GENEVA COUNTRY CLUB BY THE NUMBERS:

- Approximately 6,500 Rounds of Golf Annually
- \$85,000 Initiation Fee
- 133 Resident Members, 51 Senior Resident Members, 122 Other
- Approximately \$3.4M Gross Revenue
- Approximately \$2.7M Annual Dues Revenue
- Approximately \$1.3M F&B Volume
- Approximately \$2M Gross Payroll

- There is an annual \$1,000 Resident Member capital fee and a recent one-time \$3,000 assessment for a five year capital projects plan.
- 12 Board Members, 1-year terms
- Club Essential POS
- 49 FTE, 90 Seasonal

LAKE GENEVA COUNTRY CLUB WEBSITE: www.lakegenevacc.com

GENERAL MANAGER (GM) JOB DESCRIPTION

The General Manager has responsibility for clubhouse operations at Lake Geneva Country Club, effectively managing resources and reporting to the Board of Directors and the Club President. The GM will lead the clubhouse team, directly supervising the Front of House Manager, Executive Chef, Maintenance Manager, Seasonal Club Coordinator, and HR Manager. The GM will indirectly supervise all employees of the club while promoting a positive, engaging and highly competent service culture in all operations.

The GM is expected to be an interactive “thought partner” with the Board and Committees, working closely with both groups as collectively they make decisions and assist in implementing a strategic direction for the long-term well-being of the membership. Like many clubs, Lake Geneva Country Club has several new, younger members with families, and the balance of tradition with relevance to today’s member needs and expectations is a critical success factor.

Additionally, the new GM must be a professional and highly respectful in his/her personal style, demeanor and presence, and someone who recognizes and is comfortable interacting with all demographics of members, staff and other constituents who contribute to the success of the Club; name recognition is a foundation of such success and this style must be a core competency of the top executive.

Attention to detail and having necessary and appropriate follow up skills are important personal characteristics. A proven, thoughtful “listener” is desired, as well as someone who is highly approachable, appreciative of input and able to appropriately “filter” such input to implement the Club’s goals and objectives.

KEY ATTRIBUTES AND AREAS OF FOCUS

The successful General Manager will demonstrate:

- Strong collaborative working relationships with several well-established department heads.
- A proactive, member focused leadership style that promotes staff and membership engagement.
- Show patience, observe, listen, ask questions, and learn about the culture and heritage of Lake Geneva Country Club and the surrounding community.
- Superior communication skills, exuding energy and creativity.
- Disciplined follow up to complete team goals and objectives in a timely manner.
- Attentiveness to member services and satisfaction while also developing clubhouse staff.
- Strong understanding of superb dining and other food and beverage experiences for the club members and guests.
- Demonstrated financial management experience with effective oversight of the annual operating budget.
- Continual visibility to members and staff as the face of the club.
- Strong leadership and a strategic approach to management in all areas of the club.
- Ability to effectively lead, mentor and develop department heads and staff with a continued professional development plan.
- Cultural development through good hiring, training, communication, and developing a strong team work ethic.
- Ability to build a strong board and committee relationship, working to create a strong bond and communication exchange of diplomatic openness.
- Skills in staff attraction and retainment in a highly seasonal environment.

DUTIES AND RESPONSIBILITIES:

Member Services

- Gets to know the members, their families, and their desires.
- Provides quality leadership and a positive upbeat image for the Club and its amenities. Leads with the dictate to provide members with premier service in casual and fine dining, recreational excellence, quality products, and an exciting calendar of club events. Maintains detailed records on events.
- Apply best practices in club organizational management providing process and procedure in identified areas.
- Plans his/her work schedule to be personally visible and readily accessible to members and their guests at the right times and in the right places.
- Assures the smooth, efficient daily operation of the club to provide the members and guests with an environment of excellence in hospitality.
- Oversees a top-rated food and beverage operation, with appealing menus, properly priced, and featuring exemplary service.
- Addresses and resolves member complaints and suggestions, in such areas as general service, golf programs, employee attitude, maintenance, and cosmetic appearance of the facility.
- Works with Board and Membership Committee on new member recruitment and invitation activities.

Employee Relations

- Creates and emphasizes a “one team” culture with all department heads and staff.
- Acts as a mentor and developer of professional talent with the staff.
- Initiates employment programs and recruitment efforts that result in the club being viewed as sought after place to work, especially for wait staff and entry level employees.
- Interacts with department managers pursuant to the appraisal, discipline, and/or discharge, of any employee.
- Provides for the training and further development of all department heads and other personnel. Creates and environment of true team spirit among the staff.
- Ensures that a positive and healthy working environment exists throughout the club, one that is free of safety risks and all forms of employee harassment.

Financial Management

- Prepares annual operating plan and capital budgets and, after Board approval, manages and controls the operations to attain the desired results.
- Collaborates with all department heads, professional staff, and key personnel, projecting and developing budgets, capital spending plans, fiscal controls, and operational guidelines.
- Installs controls and cost-effective procedures related to employee payroll, purchases, inventories, and supplies.
- Maintains an up-to-date management information system which can be counted on for timely and accurate information for all parts of the club.
- Actively looks for efficiency opportunities in all areas of operations.

CANDIDATE QUALIFICATIONS

- A minimum of 3 years of verifiable, progressive leadership and management experience in an active, private member focused club environment or an equivalent combination of related education and experience.
- A verifiable career track that demonstrates a record of tenure and commitment to previous employers, and that career moves were for enhancement of skills and experiences as opposed to ‘unplanned’ career changes.
- Strong general leadership skills with verifiable strengths in team development, financial performance, diverse recreational amenity management (golf, family activities and others are especially desirable), quality food and beverage programming, exceptional member/guest service programming, strategic planning, project management, and most importantly the ability to consistently define and achieve goals and objectives.

EDUCATIONAL AND CERTIFICATION QUALIFICATIONS

- A Degree is highly desirable, preferably in Hospitality Management or Business.
- In lieu of the degree, substantial private club or hospitality experience will be considered.
- Certified Club Manager (CCM) designation is preferred but not required.

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 is open and commensurate with qualifications and experience. The Club offers an excellent bonus and benefit package including Professional Dues and Education expenses for CMAA and PGA members.

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 Lake Geneva Country Club Search Committee/Ms. Jennifer Baker

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 LGCC and the Lake Geneva 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, August 21, 2026. Candidate selections will occur late August with first Interviews expected in mid-September 2026 and second interviews a short time later. The successful 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 – Lake Geneva 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

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