

GENERAL MANAGER/CHIEF OPERATING OFFICER PROFILE: LANCASTER COUNTRY CLUB LANCASTER, PA

THE GENERAL MANAGER/CHIEF OPERATING OFFICER OPPORTUNITY AT LANCASTER COUNTRY CLUB

Lancaster Country Club is a member-owned, full-service, family-focused private club in Lancaster, PA. The club is seeking a positive, energetic, and highly capable professional who has strong leadership experience to be their next General Manager/Chief Operating Officer (GM/COO). The GM/COO must be a hospitality professional who is visible, decisive, and a member-focused leader. The ideal candidate will demonstrate strong team-building skills, financial literacy, and proven expertise in club leadership. Highly visible and approachable, they will excel at member engagement, build authentic relationships, and maintain a genuine focus on elevating the member experience. Excellent people skills are essential — including the ability to hold departments accountable, manage diverse personalities, and communicate diplomatically. The successful candidate will respect the Club's traditions while driving fresh ideas, strategic growth, and operational excellence.

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

LANCASTER COUNTRY CLUB

Founded in 1900, Lancaster Country Club has been a cornerstone of the Lancaster community for more than a century. Originally established as a family-oriented retreat, the Club relocated to its current New Holland Pike property in 1913. In 1919, renowned architect William Flynn was engaged to design the golf course, which remains a centerpiece of the Club's identity and has earned national acclaim. Lancaster Country Club has hosted the U.S. Women's Open in 2015 and 2024, welcoming global attention and solidifying its reputation as a championship venue. The nine hole Highlands Course (designed by Brian Silva) was opened in 1990 to further enhance the golf experience for LCC members and their families.

Over the decades, Lancaster Country Club has evolved by adding outstanding new facilities and amenities. The centerpiece is the Activities Pavilion, which features a resort-style pool complex with the Sunset Café, a youth lounge, a fitness center, golf simulators, and the family-friendly Sunset Bistro & Terrace. Members also enjoy a robust racquets program that includes nine tennis courts, six of those are covered by a semi-permanent air structure from October to April, three platform tennis courts, and a racquets pavilion with an outdoor firepit terrace. Additional dining options include the Flynn Grill, Bar & Terrace, and the 19th Hole in the main clubhouse. The club also offers popular youth golf and tennis programming.

LANCASTER COUNTRY CLUB BY THE NUMBERS:

- \$50,000 - Initiation Fee
- \$20,319 - Annual Dues
- Approximately \$13M - Gross Revenue
- Approximately \$8M - Dues Revenue
- Approximately \$3.9M - Food and Beverage
- 454 - Regular Members, 109 - Club Members, 124 - Other
- 60 - Average Age of the Membership
- POS - NorthStar

LANCASTER COUNTRY CLUB WEB SITE: www.lancastercc.com

GENERAL MANAGER/CHIEF OPERATING OFFICER POSITION DESCRIPTION

The GM/COO has responsibility for all day-to-day operations of Lancaster Country Club (LCC). S/he directs and administers all aspects of the operations, including oversight of amenities, staff, and all programs and activities to ensure outstanding service and member and guest engagement and satisfaction.

STRATEGIC PLANNING

- In partnership with the Board, the GM/COO must lead the development of a multi-year strategic plan/business road map for the current and future success of the Club.
- Must be able to identify issues, needs, goals, opportunities, and objectives to help ensure the perpetuation and continued viability of the Club, including a master plan for racquets facilities, capital projects, and asset utilization.

BE A VISIONARY

- Must be a courageous thought partner for the Board, recognizing the importance of keeping LCC at the forefront of club excellence by having a keen understanding of current and future trends, demographics, and legislative, economic, and social issues. S/he should be decisive and set aggressive goals and objectives to ensure the Club's current and future success while maintaining the brand of LCC, balancing tradition with thoughtful modernization amid membership growth and demographic shifts.

FINANCIAL MANAGEMENT

- Must have sound financial management skills including the ability to oversee the preparation and management of annual operating and multi-year capital budgets supporting the strategic and tactical initiatives and expectations that s/he has established with the Board.
- Is ultimately responsible for ensuring that appropriate safeguards and controls are in place for all of LCC's primary assets (membership, staff, amenities, etc.), whether for physical safety purposes or the protection and long-term financial success of the Club, with strong emphasis on cost control, debt management, and budgeting without reliance on constant dues increases.

MEMBER, BOARD, AND COMMITTEE RELATIONS

- Ensure that member satisfaction is always the top priority. Provide sincere and visibly engaged leadership and interaction with all facets of the membership and their guests. Be a consistent and positive force behind the creation and continuous enhancement of all aspects of Member Experience at LCC. Must be visible and available to his/her membership.
- Active participant in Board and Committee meetings, helping to recommend and set policies and strategies to achieve the Club's goals and objectives, while addressing governance priorities and member expectations.

EMPLOYEE RELATIONS

- Must be a servant leader committed to leading by example, supporting, guiding, and developing the staff, maintaining a highly visible management style and understanding that the staff is a key asset.
- Recognize, respect, and support the contributions of key managers and staff. Ensure that appropriately skilled and competent departmental managers are in place for all key positions and that each of them does the same in their respective areas of responsibility. Set standards of performance for all departments and hold them accountable for maintaining these standards, most importantly in member service areas.
- Maintain an environment and overall atmosphere for management/staff that promotes and values appropriate and responsible contributions to LCC's success. Ensure that all staff are focused on positive, professional, supportive relationships amongst themselves and with the membership, with focused efforts on retention, training, and building a strong culture.

COMMUNICATION

- Will be a primary two-way conduit for information exchange, and must be consistent, positive, and able to engage in this process. S/he must be a true listener who places great importance on personal interactions with all constituencies of LCC.
- Experience in enhancing communication platforms using contemporary media (website, apps, social media, etc.) is desirable.
- Is the primary verbal and written communicator of important information to members and staff and recognizes that the ability to convey information in an articulate, well-conceived, and well-written manner is of utmost importance.

- Believes in the power of proactive communication (i.e., orienting and culture-setting) of members, staff, and guests to ensure the core values of the Club are recognized, upheld, and achieved.

FOOD AND BEVERAGE

- Assures excellent food and beverage production and service for all venues.
- Consistently provides superb dining and other food and beverage experiences for the Club members and guests.
- Develops and enhances consistent onboarding and training programs for all food service personnel, working as necessary with the managers directly responsible for those operations; has a passion and aptitude for teaching and training.
- Establishes and consistently enhances quantity and quality operating standards for personnel in areas of responsibility, and consistently evaluates their knowledge, understanding, and execution to these standards.
- Clearly understands the financial metrics for the successful attainment of goals and objectives in F&B operations and consistently reviews these goals with direct reports to ensure understanding and 'buy-in' from those contributing to their attainment. Focus on improving service consistency, speed, quality, and training is a top priority based on member feedback.

CANDIDATE QUALIFICATIONS

- A minimum of 5 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, tennis, 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 bachelor's degree from a four-year university or college is highly desirable, preferably in Hospitality Management.
- In lieu of a degree, substantial private club or hospitality experience will be considered.
- Industry certifications preferred but not required; preferred designations are CCM, CCE, CMC, PGA

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, along with the typical CMAA benefits.

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 in your LinkedIn Profile.

Prepare a thoughtful cover letter addressed to Lancaster Country Club search committee/Mr. Scott Radcliffe, Vice President/Search Chairman 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 LCC and the Lancaster 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, September 4, 2026. Candidate selections will occur in mid-September with first Interviews expected in late September and 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 – Lancaster 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

Search Executives:

Sam Lindsley

Search & Consulting Executive

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

M: (216) 509-2250

Medina, OH

sam@kkandw.com

Thomas B. Wallace III, CCM, CCE, ECM

Operating Partner

O: (833) KKW-HIRE, ext. 700

M: (412) 670-2021

Cleveland, OH

tom@kkandw.com