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GENERAL MANAGER/CHIEF OPERATING OFFICER PROFILE:

SHADOW HILLS COUNTRY CLUB

EUGENE, OR

THE GM/COO OPPORTUNITY AT SHADOW HILLS COUNTRY CLUB

Shadow Hills Country Club is seeking a positive, energetic, and highly capable professional who has strong leadership experience to be their General Manager/Chief Operating Officer (GM/COO). Shadow Hills Country Club is a member-owned private golf club located just outside Eugene, Oregon. The new GM/COO will oversee all operational activities while the board and committees focus on strategic initiatives. The candidate must embody and demonstrate a confident and appropriate leadership style that promotes a positive culture with an emphasis on organizational consistency, team development, and financial management skills while maintaining the highest levels of member satisfaction and retention. Visibility and member engagement are critical, as is having the ability to positively guide the Board and Committees as well as the staff in a professional, respectful, and diplomatic manner.

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

SHADOW HILLS COUNTRY CLUB

Since 1963, Shadow Hills Country Club has served the Willamette Valley as a home for great golf, camaraderie and family fun. Through the years the club has grown with substantial capital course projects and facility renovations. Shadow Hills Country Club is now a premier private club with a welcoming, friendly environment and full, vibrant membership and waiting list.

Additionally, Shadow Hills Country Club members enjoy stunning mountain views of the Coast and Cascade mountain ranges in a park like setting. Club amenities include an excellent golf course, modern pool complex, golf training center, driving range with covered, heated hitting bays and multiple dining and event options for its members and guests. The facility is set in a gorgeous rural setting that offers an escape from the rigors of everyday life, with a sense of "home" that is welcoming and inclusive to members of all ages.

From 1998 to 2008, Shadow Hills hosted the Oregon Classic, a favorite stop on the Nationwide Tour. The club has also hosted numerous competitive collegiate events and recently hosted a US Open qualifier. Both the University of Oregon and Oregon State University men's and women's golf teams use Shadow Hills as a practice facility.

SHADOW HILLS COUNTRY CLUB BY THE NUMBERS:

- 477 Full Golf, 129 Social
- Approximately \$5.4M Gross volume
- Approximately \$2.8M Annual dues volume
- Approximately \$1M F&B volume
- \$10,000 Initiation fee
- 48,000 Annual Rounds of Golf
- 58 yr. approximate Average age of members

SHADOW HILLS COUNTRY CLUB WEB SITE: www.shadowhillsc.org

GENERAL MANAGER/COO POSITION DESCRIPTION

The GM/COO has full responsibility for all aspects of operations at Shadow Hills Country Club, effectively managing all resources and reporting to the Board of Directors and the Club President.

The GM/COO will lead the management team, directly supervising the Executive Chef, Food and Beverage Managers, Controller, Golf Professional, Golf Course Superintendent and Membership & Marketing Manager. The GM/COO will indirectly supervise all employees of the club while promoting a positive, engaging, and highly competent service culture in all operations.

The successful new GM/COO will be a servant leader 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. Additionally, the successful GM/COO will foster a culture of perpetual learning and continued professional development for the department heads.

The GM/COO is also expected to be an interactive “thought partner” with the Board and Committees, working closely with both groups as collectively they make decisions and continue the strategic direction for the long-term well-being of the membership. Taking the club into the future in a thoughtful way is a goal.

Transparency, honesty, and direct feedback are highly valued. 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/COO will:

- Possess a proactive, member-focused leadership style that promotes staff and membership engagement that leads to attraction and retention of both.
- Act as a “thought partner” with the board to bring the best club-specific leadership practices to the forefront of the SHCC operating model.
- Work with the Board to enact a Strategic Plan and develop a master facilities plan from the capital reserve study.
- Superior communication skills, exuding energy, and creativity both up and down the organizational chart.
- Attentiveness to member services and satisfaction while also developing clubhouse staff.
- Maintain a continual visibility to members and staff as the face of the club.
- One who will take a listen, learn and lead approach to coming on property and engaging with the staff and membership.
- Understand the importance of and can leverage web, and social media tools to communicate with the staff and membership.
- Possess strong leadership skills and a strategic approach to management in all areas of the club.
- Demonstrate an ability to access and proactively initiate processes and procedures in identified areas of the club operation.
- Show patience, observe, listen, ask questions, and learn about the culture and heritage of Shadow Hills Country Club and the surrounding community.
- Disciplined follow-up to complete team goals and objectives in a timely manner.
- Demonstrated financial management experience with effective oversight of the annual operating budget.
- Show an ability to effectively lead, mentor, and develop department heads and staff with a continued professional development plan.
- Demonstrate an ability to build a strong board and committee relationship, working to create a strong bond and communication exchange of diplomatic openness.

CANDIDATE QUALIFICATIONS

- A minimum of 5-7 years of progressive leadership/management experience having a consistently upward tracking leadership experience in a contemporary business model club or similar hospitality operation known for high service standards. The club prefers a current GM/COO but will consider “rising stars” with the necessary potential, who are currently in exceptional club environments as an Assistant General Manager, Club Manager, or having similar responsibilities.

- *A Team Builder.* A person who embodies the persona of ultimate coach, motivator, and builder of leaders, bringing out the best in others by setting clear goals and expectations, providing consistent feedback and support, and treating others with respect and professionalism.
- Strong management skills with verifiable strengths in team growth and development, financial performance, diverse recreational amenity management, quality food & beverage programming, exceptional member/guest service programming, strategic planning, renovations, and project management.
- Capital project experience in planning, collaborative involvement and re-launching / re-opening.
- The ability to consistently define and achieve goals and objectives.
- A network of professionals in a wide range of functional skills and disciplines within the hospitality industry that might benefit SHCC .
- A confident, diplomatic, and competent professional who is a take-charge person who recognizes the importance of accountability. A creative problem solver who commands respect through professional interactions and integrity.
- Possesses strong organizational skills and an obsession with details necessary to achieve high levels of quality, satisfaction, and outstanding member experiences.
- A charismatic individual with an operating style that is commensurate with the culture and expectations of a friendly, fun, and supportive membership and team of associates.

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 PGA, CCM, CCE, CMC

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 benefit package, along with the typical CMAA benefits.

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 Shadow Hills Country Club search committee/Mr. Chris Looney, 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 SHCC and the Greater Eugene metropolitan 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.

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

"Last Name, First Name Resume" &

"Last Name, First Name Cover Letter - Shadow Hills 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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