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GENERAL MANAGER/CHIEF OPERATING OFFICER: COLLETON RIVER CLUB BLUFFTON, SC

GENERAL MANAGER/CHIEF OPERATING OFFICER OPPORTUNITY AT COLLETON RIVER CLUB

A rare and compelling opportunity exists to lead Colleton River Club as its next General Manager/Chief Operating Officer (GM/COO). Set within an exceptionally beautiful Lowcountry environment, Colleton River is a vibrant, member-owned residential community distinguished by two championship golf courses, outstanding recreational and wellness amenities, an engaged membership, a talented management team, and a strong financial foundation. With member satisfaction and real estate values on a positive trajectory, the Club is well positioned for its next chapter. The new GM/COO will inherit an organization with tremendous momentum while helping the community thoughtfully address continued residential growth, increasing demand for amenities, and several important capital and infrastructure initiatives, including the Nicklaus Course renovation.

The successful candidate will be a highly visible, charismatic, and accomplished club or hospitality executive who understands the complexity of leading a premier residential community with multiple facilities, extensive amenities, and HOA responsibilities. This individual will build trusted relationships with members and employees, empower and develop the leadership team, communicate with clarity, and work collaboratively with the Board to establish priorities and deliver measurable results. Strong financial acumen, disciplined project management, sound judgment, and a demonstrated ability to execute complex initiatives on time and within budget are essential. Above all, Colleton River seeks an engaged and forward-thinking leader who will embrace the community, preserve its distinctive culture and natural beauty, and ensure that the Club continues to deliver an exceptional member experience for years to come.

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

ABOUT COLLETON RIVER CLUB

Colleton River Club offers an extraordinary lifestyle in a stunning Lowcountry setting, surrounded by water on three sides and bordered by a 1,100-acre nature preserve. This private enclave is designed with a strong commitment to preserving the natural beauty of the area, creating a low-density community where members enjoy both privacy and a close-knit sense of belonging.

The Club features two championship golf courses, masterfully crafted by Jack Nicklaus and Pete Dye, providing 36 holes of exceptional play amid breathtaking water views. The Nicklaus Course may soon undergo a significant renovation, without member assessment, led by renowned golf course architect Andrew Green, positioning this celebrated course for an exciting new chapter. The Club's landscape, rich with freshwater ponds and access to the Atlantic Ocean, offers unparalleled fishing opportunities, from bass fishing in the ponds to shark fishing from the Dock.

The newly constructed Sports & Wellness Complex, Junior Olympic swimming pool, state-of-the-art Tennis Center, three bocce courts, and eight cushioned pickleball courts support an active and engaging lifestyle. Members also enjoy two fully functioning clubhouses, which are central to life at Colleton River. Each offers a distinct setting for golf, dining, events, and everyday connection, giving members more ways to enjoy the Community and spend time together. There are five distinct food and beverage outlets which include the Palms Café and Halfway Café near the Nicklaus Course driving range, convenient grab-and-go options, and a distinctive rooftop lounge at the Dye Clubhouse. Adjacent to the Sports & Wellness Complex, the Palms Café offers signature nutritional options, reflecting the Club's commitment to wellness. The blend of cultural, culinary, and natural amenities within this waterfront community ensures a fulfilling and vibrant lifestyle for its members.

Colleton River Club celebrates the natural environment, offering members opportunities for outdoor exploration with over 15 nature trips, including paddling, hiking, kayaking, birdwatching, and nature walks. The Club also takes in the region's historical and ecological significance. The community's dedication to preserving its natural surroundings and commitment to conservation enhances the Club's sense of serenity and security. Colleton River Club's connection to nature and a storied past guide the future, fostering a unique community where members can grow and thrive in harmony with their surroundings.

COLLETON RIVER CLUB BY THE NUMBERS

- Membership size: Approximately 665 members
- Average member age: 67
- Approximate annual rounds of golf: 62,700
- Initiation Fee: \$165,000
- Approximate annual dues: \$32,417
- Approximate capital dues: \$545 per month
- Approximate gross revenue: \$25M
- Approximate annual dues volume: \$15.8M
- Approximate F&B volume: \$4.7M (68% a la carte, 32% catering)
- Approximate gross payroll: \$11.1M
- Employee headcount: Approximately FT – 170; Part-time/Seasonal – 210
- Club HRIS/ATS/Payroll System: Jonas

COLLETON RIVER CLUB WEBSITE: www.colletonriverclub.com

GENERAL MANAGER/CHIEF OPERATING OFFICER – POSITION OVERVIEW

The General Manager/Chief Operating Officer of Colleton River Club reports directly to the Board of Directors through the Club Chairperson and manages all aspects of club and community operations. He/she recommends, coordinates and administers the Club's policies as established by the Board of Directors. Additionally, he/she develops operating policies and procedures, and directs the day-to-day work of all departments including golf operations, course maintenance, cottage rental programs, HOA operations, member services, food and beverage, fitness, security, accounting/budgeting and human resources, racquets programs, and experience, as well as being actively involved in real estate and membership marketing efforts. Specific emphasis on the continuous evolution to excellence and quality standards to enhance the experience for members and their guests is of primary importance, as is being the key leader of a positive, appreciative, and engaging culture for both members and staff.

The GM/COO is expected to be a consummate and respectful professional in terms of diplomacy, transparency, honesty, integrity, accountability, leadership, and dedication. He/She must be able to inspire and motivate a mostly long tenured and capable team at CRC, 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 at CRC and is best accomplished by having a naturally approachable, interactive, and involved style. Possessing a high "EQ," being politically adept, and not shying away from respectfully direct conversations is important, including in the boardroom and with committee involvement. Additionally important is being a strong team developer, mentor, and advocate for their success, defining a clear vision for success and holding everyone accountable for reasonable results.

Colleton River 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. It is important to note that the Club is debt-free. With the upcoming strategic capital improvements, the ability to plan, convey, and execute each of these areas is a critical success factor skill of the new GM/COO. Of further importance is having modern technology skills and the ability to envision how to leverage technology to elevate or improve efficiencies, member experiences, or staff follow-up and responsiveness.

Well-developed verbal and written communication skills are essential at CRC, as is the ability to listen carefully, navigate differing perspectives, and resolve conflicts constructively. The GM/COO must be comfortable and effective in being able to communicate with all levels of staff, with the varying demographics of the membership, with outside vendors and community leaders, and in both one-on-one and large group settings. Exceptional personal presentation and “presence” is 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 be focused on ensuring that the Club’s vision is relevant, topical, and well-constructed, and that all involved know their accountabilities. Of further importance is the continued development of data-based presentations and decision-making; therefore, capturing actionable data and using it to ‘educate’ staff and constituencies is important.

INITIAL PRIORITIES OF THE GENERAL MANAGER/CHIEF OPERATING OFFICER

- Build strong, trusted relationships with the Board, leadership team, employees, and members by listening carefully, maintaining an open-door approach, and establishing a highly visible presence throughout the community, clubhouses, golf courses, amenities, and member events.
- Develop a thorough understanding of Colleton River’s history, culture, membership demographics, governance structure, and residential-community dynamics, including the expectations associated with leading both a premier private club and a complex homeowners’ association.
- Establish clear alignment with the Board regarding the GM/COO’s authority, responsibilities, performance expectations, and immediate priorities while providing informed guidance and organizational continuity as Board leadership changes over time.
- Assess the Club’s leadership structure and operational performance, retain and support the strong existing management team, clarify accountability, and foster a culture of empowerment, professional development, urgency, and consistent follow-through.
- Conduct a comprehensive review of the Club’s financial position, governing documents, strategic and tactical plans, prior Board decisions, operational systems, member-satisfaction data, service standards, facilities, and current capital commitments.
- Provide disciplined oversight of the proposed Nicklaus Course renovation with Andrew Green, should the membership approve it, and the Club’s long-term seawall plans. Ensure both initiatives are carefully planned, clearly communicated, and managed responsibly against their approved schedules and budgets.
- Work with the Board and management team to develop a thoughtful strategy for addressing residential growth and density, particularly its effect on golf access, dining reservations, fitness classes, Club events, staffing requirements, infrastructure, and the overall member experience.
- Focus on the member experience and member value proposition. Evaluate opportunities to strengthen service consistency, food and beverage operations, member activities and events, outside golf services, member communications, technology, website functionality, and cellular connectivity while identifying achievable early wins that demonstrate responsiveness and build confidence.
- Ensure the Club’s governing documents, policies, and community standards are applied consistently, fairly, and respectfully. Equip and empower leaders and staff at every level to uphold those standards, address difficult situations with confidence, and preserve positive member relationships.
- Establish meaningful performance measures for member satisfaction, employee engagement and retention, financial performance, project execution, service quality, and value for dues, and communicate progress to the Board and membership regularly and transparently.

CANDIDATE QUALIFICATIONS

Ideally, a minimum of 10+ years of progressive leadership/top level general management experience in (preferably) a private member-owned country club community with significant, multi-dimensional operations, or leading resort/hospitality operations outside of the club industry in a similar dynamic, progressive, and relevant operation. Experience working within a residential homeowners’ or property owners’ association (HOA/POA) is required.

EDUCATIONAL AND CERTIFICATION QUALIFICATIONS

- A bachelor’s degree is preferred, with a focus on Hospitality Management.
- Substantial private club or hospitality experience will be considered in lieu of the degree.
- Professional certifications and designations such as CCM, CCE, LSM, or PCAM are preferred but not required.

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 the **Colleton River Club Search Committee**. Clearly articulate your alignment with this role, why you want to be considered for this position at this stage of your career, and why Colleton River Club and the Bluffton, SC area will benefit you, your family, your career, and the Club if selected.

You must apply for this role as soon as possible but no later than Monday, November 9, 2026. Candidate selections will occur mid- month, with the first Interviews expected in December 2026 and the second interviews a short time later. The successful candidate should assume their 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 - Colleton"

(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 Alice Stevens: alice@kkandw.com

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