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GENERAL MANAGER/CHIEF OPERATING OFFICER PROFILE: BLUE MOUND GOLF & COUNTRY CLUB WAUWATOSA, WI

THE GENERAL MANAGER/COO OPPORTUNITY AT BLUE MOUND GOLF & COUNTRY CLUB

Blue Mound Golf & Country Club is seeking a positive, energetic, and highly capable professional who has strong leadership experience to be their General Manager/COO. The club has traditionally operated under the model of direct board oversight of the senior managers and will now operate under the GM/COO model. The candidate must be one who embodies and demonstrates a confident servant leadership style that promotes a positive culture with an emphasis on team development, organizational consistency, process and procedure development and financial management skills while maintaining the highest levels of member satisfaction and retention.

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

BLUE MOUND GOLF & COUNTRY CLUB AND WAUWATOSA, WI

Blue Mound Golf & Country Club has been providing its members with an excellent golfing experience for over 120 years. Founded in 1903, the club cherishes a historic Seth Raynor designed golf course, elegant clubhouse, fine and casual dining, a robust social events calendar, and a caring dedicated staff. The atmosphere is designed to encourage the kind of satisfying golf and rewarding social experiences found in the country's finest clubs. The club is considered by its members to be their "home away from home." The historic golf course was the first in Wisconsin to host a major championship with the 1933 PGA Championship, won by Gene Sarazen. Through the years the club has also hosted the: 1916 Western Open, 1940 Women's Western Open, 1955 Miller High Life Open, 2010 Western Junior Championship, 2011 US Amateur Co-hosted with Erin Hills, 2020 100th Wisconsin State Open, 2022 U.S. Mid-Am Co-hosted with Erin Hills.

The Clubhouse, built of limestone in 1926, has been preserved in its original state. The Cotswold-style structure remains an architectural masterpiece both inside and out. The formal dining room, which can accommodate 250 guests, is beautifully furnished to enhance elegant dining, large parties, wedding receptions, other member-sponsored events, and club social programs. Private dining rooms also are available for breakfast, luncheon, or dinner meetings up to 40 people. In 2017, the grill room was remodeled, and the patio was expanded. Both are very popular spots in season for socializing and enjoying the picturesque views of the golf course.

Wauwatosa is a city in Milwaukee County with a population of approximately 50,000. Wauwatosa is located fifteen minutes west of Milwaukee and is a part of the Milwaukee metropolitan area.

BLUE MOUND GOLF & COUNTRY CLUB BY THE NUMBERS:

- 14,272 Rounds of Golf Annually
- \$45,000 Initiation Fee
- 360 Current Membership
- \$6.9M Gross Revenue
- \$3.8 M Annual Dues Revenue
- \$1.8 M F&B Volume
- \$2.4M Gross Payroll
- 10 Board Members, 3-year terms
- 58.6 Average Age of Members

BLUE MOUND GOLF & COUNTRY CLUB WEBSITE: www.bluemoundgcc.com

GENERAL MANAGER/COO (GM/COO) JOB DESCRIPTION

The General Manager/COO has full responsibility for all aspects of operations at Blue Mound Golf & 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 Assistant Club Manager, Food and Beverage Director, Executive Chef, Director of Finance, Member Communications and Events Manager, Director of Golf, Golf Course Superintendent and Facilities 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 GM/COO 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, Blue Mound Golf & 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/COO 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.

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 demonstrate:

- Strong working relationships with the established Director of Finance, Head Superintendent and Director of Golf.
- 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 Blue Mound Golf and 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.
- Understands the importance of and can leverage web, social media tools to communicate with the staff and membership.
- 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.
- Affection for the game of golf.

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.
- Provides input to 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 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, 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 Blue Mound Golf & Country Club search committee/Paul Griepentrog 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 BMGCC and the Wauwatosa 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 Monday, January 16, 2023. Candidate selections will occur late January with first Interviews expected in February 2023 and second interviews a short time later. The new candidate should assume his/her role in late February 2023.

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

“Last Name, First Name Resume” &

“Last Name, First Name Cover Letter – Blue Mound 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 Katy Eliades: katy@kkandw.com

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