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GENERAL MANAGER/CHIEF OPERATING OFFICER PROFILE: INDIAN HILL CLUB WINNETKA, IL

THE GENERAL MANAGER/CHIEF OPERATING OFFICER OPPORTUNITY AT INDIAN HILL CLUB

Indian Hill Club in Winnetka, IL, a member-owned, full-service, family-focused private club, is seeking a new General Manager/COO who embodies and demonstrates a confident servant leadership style and financial management skills while maintaining the highest levels of quality and member satisfaction and retention. The retiring 22-year General Manager/COO leaves a proud legacy of accomplishment and tenured high-performing staff in many key departments. The successful candidate will be an integral part of a high-performing team at a club recognized for its superior service, quality work environment, and focus on continually 'raising the bar' for its members and staff.

The ability to consistently "look forward" in planning, innovations, organization and overall departmental leadership is a critical skill set required for success in this position. Indian Hill Club will be completing a \$19M clubhouse renovation in 2025, and the new GM/COO will be responsible for the successful reopening of the clubhouse with a new kitchen, dining rooms, patio, event space and beautiful bar area. Equally important is the ability to intuitively embrace the need to be visible and highly interactive with the members and staff; leadership in this area begins and ends with communication, approachability and accessibility.

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

ABOUT INDIAN HILL CLUB

In 1914 a group of gentlemen combined their vision and desire for a first-class golf club in their own backyard which propelled them to establish a beautiful course on the current 120 acres.

The new club was established to be a place where "games and play and entertainment of all kinds may be practiced and pursued." Indian Hill Club is one of the premier and most exclusive family-oriented country clubs in the Chicagoland area. With its focus on local membership, high-quality golf and racquet sports, and family-oriented social activities, Indian Hill maintains a robust and active membership and an enviable financial position.

The club's historic golf course was initially routed by Herbert H. Barker and was soon after substantially revised by the renowned British golf course architect, H.S. Colt. Shortly thereafter, Colt advised the club to hire Donald Ross to complete the course's bunker designs. This original routing and most of the original green complexes remain to this day and the club is planning to do a major restoration of the course over the next 3 to 5 years.

INDIAN HILL CLUB BY THE NUMBERS:

- 670 All Categories: 325 Regular, 108 Seniors, 230 Other
- Approximately \$10M Gross Revenue
- Approximately \$6M Annual Dues Revenue
- Approximately \$2.8M F&B Revenue
- \$100,000 Initiation Fee
- \$14.1k Annual Dues, \$250/monthly capital dues
- 138 Employees (FTE) in-season; 56 off-season
- 12 Board Members, 10 Committees
- 56 Average Age of Members
- 6 Paddle, 6 Tennis, 4 Pickleball Courts, Pool with diving well.

CLUB NAME WEB SITE: www.indianhillclub.org

GENERAL MANAGER/COO POSITION DESCRIPTION

The General Manager/Chief Operating Officer (GM/COO) has responsibility for all day-to-day operations of Indian Hill Club (IHC). S/he directs and administers all aspects of the operations including amenities, staff, and all programs and activities to ensure outstanding service and member and guest satisfaction.

BE A VISIONARY

- Must be a courageous thought partner for the Board, recognizing the importance of keeping IHC on the cutting edge of private club excellence by having a keen understanding of current and future trends, demographics, and legislative, economic, technological, and social issues.

FOOD AND BEVERAGE

- Develops and/or enhances consistent on-boarding and training programs for all personnel, working as necessary with the managers directly responsible for those operations; has a passion and aptitude for teaching and training.
- Assures excellent food and beverage production and service for all outlets.
- Consistently provides superb dining and other food and beverage experiences for the Club members and guests.
- 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 successful attainment of goals and objectives in F&B operations, and consistently reviews these expectations with his or her direct reports to ensure understanding and 'buy-in' from those contributing to their attainment.

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 to ensure that appropriate safeguards and controls are in place for all IHC's primary assets (membership, staff, amenities, etc.), whether it is for physical safety purposes or for the protection and long-term financial success of the Club.

MEMBER, BOARD, AND COMMITTEE RELATIONS

- Lead the Board and Club Committees in setting policies and strategies to achieve the Club's goals and objectives in accordance to industry best practices.
- Ensure that member satisfaction is always the first 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 IHC. Must be visible and available to his/her membership. Recognize that the *Member Experience* and meeting the expectations of IHC members is of critical importance to his/her long-term success.

EMPLOYEE RELATIONS

- 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 within IHC, especially in member service areas.
- Must be a servant leader committed to leading, by example, advocating for the staff and maintaining a highly visible management style understanding that the staff is the club's #1 asset.
- Maintain an environment and overall atmosphere for management/staff that promotes and values appropriate and responsible contributions to IHC's success. Ensure that all staff are focused on positive, supportive relationships amongst themselves and with the membership.

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 IHC.
- Experience in developing a communication platform 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 being recognized and achieved.

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 both current GM/COOs, as well as those "rising stars" with the necessary potential, but who are currently in exceptional club environments as an Assistant General Manager, Club Manager, or having similar responsibilities.*
- Strong management skills with verifiable strengths in foundational food & beverage leadership, team development, financial performance, diverse recreational amenity management, exceptional member/guest service programming, strategic planning, renovations, and project management.
- The ability to consistently define and achieve goals and objectives.
- Proven and verifiable leadership qualities with demonstrated ability to direct, coordinate, and control all facets of a busy, full service country club.
- A network of professionals in a wide range of functional skills and disciplines within the hospitality industry that might benefit IHC.
- *A Team Builder.* A person who embodies the persona of ultimate coach and motivator, bringing out the best in others by setting clear goals and expectations, providing consistent feedback and support, and treating others with respect and professionalism.
- A confident, diplomatic, and competent professional who is a *doer* and take-charge person and who recognizes the importance of accountability. A creative problem solver who commands respect through professional interactions and integrity.
- Possessive of strong organizational skills and an obsession with details necessary to achieve high levels of quality, satisfaction, and outstanding member experiences.
- A charismatic individual with a personality and 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 the degree, substantial private club or high expectation hospitality experience will be considered.
- Industry certifications preferred but not required, preferred designations: 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, along with the typical CMAA benefits, offers an excellent bonus and benefits package. Salary Range: \$225,000 - \$280,000.

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 the Indian Hill Club search committee/Mr. John Roselli, Search Chair, 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 IHC and the Winnetka 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, November 29, 2024. Candidate selections will occur in late-December with first Interviews expected in mid-January and second interviews a short time later. The new candidate should assume his/her role in late February.

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

“Last Name, First Name Resume” &

“Last Name, First Name Cover Letter - Indian Hill 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 at: holly@kkandw.com

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