

GENERAL MANAGER/CHIEF OPERATING OFFICER PROFILE: QUINCY COUNTRY CLUB QUINCY, IL

THE GENERAL MANAGER/COO OPPORTUNITY AT QUINCY COUNTRY CLUB

Quincy Country Club is seeking a positive, energetic, and highly capable professional who has strong leadership experience to be their General Manager/COO. Quincy Country Club is a member-owned, full-service, family-focused private club in Quincy, IL located on the Mississippi River about two hours north of St. Louis. The club has traditionally run with the GM/COO, Golf Professional, and Golf Course Superintendent reporting to the Board of Directors. 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 servant leadership style that promotes a positive culture with an emphasis on process and procedure development, organizational consistency, team development, strategic planning, 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.](#)

QUINCY COUNTRY CLUB

On October 26, 1898, Rev. Samuel H. Dana and others incorporated the Quincy Country Club for the purpose of the social enjoyment of its members and for the promotion of golf and other sports. The club has grown through the years and has hosted many of golf's greatest players such as Charles "Chick" Evans, Sam Snead, Byron Nelson, Gene Sarazen, Gay Brewer, Fred Couples, Jay Haas, Hale Irwin, Peter Jacobsen, Tom Kite, Tom Lehman, Justin Leonard, Davis Love, Mark O'Meara, Payne Stewart, Curtis Strange, Tom Watson and Fuzzy Zoeller.

While golf continues to be important, Quincy Country Club has grown into a multi-faceted modern club offering championship golf, tennis, pickleball, resort-style swimming pool with private cabanas and dining to its members. Family programming has enhanced the member experience keeping pace with new member expectations and needs.

The beautiful, historic clubhouse at Quincy Country Club features many dining options including the recently remodeled Carnoustie and Terrace Rooms. Al fresco dining on the terrace and poolside at The Plaza offer beautiful views of the pool and golf course. Over the years, member events and dining at the Quincy Country Club have been excellent and solidified the club as the place to celebrate traditional family events. The banquet event areas can accommodate groups as large as 250 for private or club events.

Generations of friendships and family traditions are the foundation for the success of this 126-year-old Club. Membership at Quincy Country Club is more than just being a member, it is a home away from home.

QUINCY COUNTRY CLUB BY THE NUMBERS:

- 384 Total Members: 161 Full Golf, 54 Junior Golf, 117 Social, 41 Junior Social, 11 Non-resident
- Approximately \$5.5M Gross volume
- Approximately \$2.9 M Annual dues volume
- Approximately \$1.6M F&B volume
- \$5,000 Initiation fee
- 110 Part Time/Seasonal Employees; 30 off-season
- 13 Board members, 9 regular and 4 executive
- 45 yr. approximate Average age of members

QUINCY COUNTRY CLUB WEB SITE: www.quincycountryclub.com

GENERAL MANAGER/COO POSITION DESCRIPTION

The General Manager/COO has full responsibility for all aspects of operations at Quincy 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 Food and Beverage department, Controller, Golf Professional, 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 set strategic direction for the long-term well-being of the membership. Like many clubs, Quincy Country Club has many new, younger members with families, and the balance of tradition with relevance to today’s members’ needs and expectations is a critical success factor. Taking the club into the future in a thoughtful way is a major goal.

Additionally, the new GM/COO must be 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.

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 QCC operating model.
- Work with the Board to initiate both Strategic and Facilities Master Plans.
- Superior communication skills, exuding energy, and creativity both up and down the organizational chart.
- Evaluate current F&B operations and develop an operational plan to optimize member satisfaction and control costs. F & B operations are important to the membership and meeting the majority of members’ expectations in this area is an important success factor. Service standards and consistent delivery thereof are important areas of focus.
- Evaluate the current use of the Jonas POS system and take steps to capture, maximize, and use the pertinent data to make operational decisions.
- 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.
- 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 Quincy 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.
- 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.
- 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 QCC.
- *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.
- 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 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 Quincy Country Club search committee/Mr. Mandar Dighe, President and 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 QCC and the Quincy 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, August 30, 2024. Candidate selections will occur in early September with the first Interviews expected in late September 2024 and the second interviews a short time later. The new candidate should assume his/her role in October/November 2024.

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

“Last Name, First Name Resume” &

“Last Name, First Name Cover Letter - Quincy 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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