

GENERAL MANAGER/CHIEF OPERATING OFFICER PROFILE: SEWICKLEY HEIGHTS GOLF CLUB SEWICKLEY, PA

THE GENERAL MANAGER/COO OPPORTUNITY AT SEWICKLEY HEIGHTS GOLF CLUB

Sewickley Heights Golf 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). Sewickley Heights Golf Club is a member-owned private golf club in Sewickley, PA. The new GM/COO will oversee all operational activities while the board and committees focus on strategic initiatives as memorialized in their strategic plan developed in 2023. The candidate must embody and demonstrate a confident leadership style and appropriate golf IQ 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.](#)

SEWICKLEY HEIGHTS GOLF CLUB

History at Sewickley Heights Golf Club runs deep. Known as the Foundation of Sewickley Heights Golf Club, five visionaries, Harton "Bud" Semple, William George, David, John, and Henry Oliver came together to found Sewickley Heights Golf Club in 1961. The land that Sewickley Heights Golf Club resides on was slated to be an airport in the late 1950s but the founders stood with many residents against the idea and were able to build a golf course instead. Golf course architect Jim Harrison was hired in 1960, and a year later, Sewickley Heights Golf Club opened for play.

Bud Semple's legacy at Sewickley Heights Golf Club has made its mark as he went on to become the president of the United States Golf Association from 1971-1974 and was instrumental in the club attracting the United States Women's Amateur in 1966. The club was also honored to host the Pittsburgh Senior Classic in 1998. Throughout the years, the club has provided a wonderful venue for hosting many amateur and professional golf tournaments on a local, regional, and national level, for all to enjoy.

Since its inception in 1961, some of the game's greatest golfers, such as Arnold Palmer, Gary Player, Hale Irwin, Raymond Floyd, and Lee Trevino, have graced the grounds of Sewickley Heights Golf Club. A local golf hero, Carol Semple Thompson, has had a very special relationship with Sewickley Heights Golf Club. Carol's impressive achievements at the game of golf, including at least 12 Amateur tournament wins and 19 national team appearances, have always reflected proudly on the tradition of greatness which is representative of Sewickley Heights.

The club completed a comprehensive bunker renovation in 2021, ensuring that its course remains both a competitive challenge and a joy to play. Today, Sewickley Heights continues to uphold its founding mission: to create memorable golf and social experiences through excellence in facilities, service, and activities.

In addition to exceptional golf, members enjoy multiple casual and upscale dining opportunities with beautiful views of the golf course.

SEWICKLEY HEIGHTS GOLF CLUB BY THE NUMBERS:

- 475 Total Members: 278 Active, 50 Intermediate, 34 Senior, 81 House (Dining Only), 36 Non-Resident
- Approximately \$7M Gross volume
- Approximately \$3.4M Annual dues volume

- Approximately \$1.27M F&B volume
- \$15,000 Initiation fee
- 22,500 Annual Rounds of Golf
- 55 yr. approximate Average age of members

SEWICKLEY HEIGHTS GOLF CLUB WEB SITE: www.shgc.org

GENERAL MANAGER/COO POSITION DESCRIPTION

The GM/COO has full responsibility for all aspects of operations at Sewickley Heights Golf 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 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 SHGC operating model.
- Work with the Board to enact the 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.
- 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 Sewickley Heights Golf 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 SHGC.
- 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 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 Sewickley Heights Golf Club search committee/Mr. Michael Schneck and Mr. Richard Garbee, Search Chairmen, 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 SHGC and the Greater Pittsburgh 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 but no later than Friday, April 11, 2025. Candidate selections will occur in late April with the first Interviews expected in early May 2025 and the second interviews a short time later. The new candidate should assume his/her role as soon as reasonable notice is given to a current employer following selection.

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

“Last Name, First Name Resume” &

“Last Name, First Name Cover Letter - Sewickley Heights Golf 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

Search Executives:

Sam Lindsley, Search & Consulting Executive

sam@kkandw.com

216-509-2250 (M) - Medina, OH

Thomas B. Wallace III, CCM, CCE, ECM, Partner

tom@kkandw.com

412-670-2021 (M) – Cleveland, OH