

## **GENERAL MANAGER PROFILE HINSDALE GOLF CLUB CLARENDON HILLS, IL**

### **THE GENERAL MANAGER (GM) OPPORTUNITY AT HINSDALE GOLF CLUB (HGC)**

The General Manager role at Hinsdale Golf Club is a fabulous opportunity for a driven professional who wishes to lead a club with a significant history in a great community in the suburbs of Chicago. The Club has a strategic plan to propel the organization into the future and has approved a major capital program which will commence later this year. The Club is looking for a leader to shepherd over the Club's traditions, help to further define and implement strategic goals and objectives, and position HGC for long term success.

The Club is moving to the General Manager model of organizational structure, recognizing the need for enhanced communications and collaboration, a single leader accountable for day to day operations and to partner with the Board and Committees in long term planning and execution.

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

### **OVERVIEW OF HISTORY OF HINSDALE GOLF CLUB**

Hinsdale Golf Club has a significant history dating back to its founding in 1898 and is the 4<sup>th</sup> oldest in the greater Chicago area. The Club is multi-generational in much of its membership makeup, has a significant base of long tenured staff and is an important fixture in the lives of its families.

The members are proud that it is a very social, family-oriented Club with significant amenities and active programming. Hinsdale began as a golf club and continues to hold that amenity in the highest of esteem and importance today. The Club also offers its members tennis, swimming, paddle tennis and winter skeet shooting activities. In addition, junior sports programs include a competitive swim and dive team, tennis, golf, paddle tennis and week-long summer camps. The Club's recently built Summer Campus includes the addition of renovated pool, a children's pool, cabana bar, clay tennis courts, and plans for pickleball courts. The Club strives to provide a fun environment for all players and participants of all skill levels by providing high quality programs in a friendly environment.

The Club's dining facilities include the warm atmosphere of the Grill Room for a la carte lunch and dinner service; the 19th Hole, and the Main Dining Room which is host to countless special events and dining occasions.

Recognizing the continual need to stay relevant to its members' lives and expectations, the Board in 2018 engaged the Chambers Group to complete a master plan for the future, with member and staff input. The plan was presented to and approved by over 80% of the membership and a \$5.0M program is being undertaken in Fall 2019. Key pieces of the plan include expanding the casual dining and creating a dynamic bar experience, while also expanding outdoor patio seating in the popular downstairs dining area. The upstairs will see updating to the entry lobby and living room areas, as well as locker room and restroom improvements.

Hinsdale Golf Club website: [www.hinsdalegolfclub.org](http://www.hinsdalegolfclub.org)

## **HINSDALE GOLF CLUB BY THE NUMBERS**

- At present, there are approximately 610 members in all categories
- \$73,500 Initiation fee for full membership
- \$9,780 Annual dues for full member
- There is no annual minimum charge
- \$150 monthly capital charge anticipated for the next five years
- \$7.5M Gross revenues from all sources
- \$3.5M Dues volume
- \$2.1M F & B volume
- 14,000 annual rounds of golf
- Average age of members is 53
- There are 12 Board Members each serving three-year terms
- The Club uses ClubEssential for its POS, accounting and CRM
- Current Club committees include: Executive, Finance, LRP, House, Legal, Membership, Social, Historical, Grounds, Golf Operations, Woman's Golf, Pool, Tennis, Skeet, Platform Tennis and Wine
- The Club is organized as a 501(c)(7), not for profit organization

## **GENERAL MANAGER POSITION OVERVIEW**

**We are seeking an individual who can effectively manage the transition to this new model of governance and partner with the Board and current senior staff to position the Club for long term success.**

The General Manager will have responsibility for all day-to-day operations of Hinsdale Golf Club. He/she will direct and administer all aspects of the operations to include amenities, staff and, all programs and activities to ensure outstanding service for members and guests. While all typical competencies are important, our need is for a General Manager who enjoys being actively engaged and approachable by both members and staff, is proactive in new trends and innovations in family-centric club operations, wants to be part of a relationship based, multi-generational club environment in a great community, and has a passion for the industry. Additionally, he/she must be an individual who can recognize what is working well at present and does not need change, and what needs enhancement and/or polishing.

## **KEY ATTRIBUTES AND NATURALLY REFINED SKILLS AND COMPETENCIES**

- Someone who can immediately establish credibility with the staff, many of whom have been with the Club for a number of years and are held in high regard by the Board and Membership.
- 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.
- An outgoing and collaborative approach with strong leadership skills and effective mentoring ability; someone who clearly leads by example and compels others to do so.
- The ability to embrace change, both culturally and environmentally, as the Club will be undergoing significant renovation shortly after his/her arrival. One who can transition from managing/operating during construction to anticipating a high bar of expectation and meeting it after construction is complete; experience with capital improvement and renovations is highly desirable.
- Someone who is a doer – someone who is willing to roll up their sleeves and be “hands on” as needed; being simply a great administrator will not be enough in this situation. Sincere and consistent member and staff engagement will be needed as the “face of the club.” Being highly visible, interactive, and engaging, and knowing how to balance administrative functions with key engagement opportunities is very important.
- Strong staff leadership, partnering with the Board and Club Committees, and strategic planning experience will be key attributes to one's success.
- Process driven leadership; setting standards of performance and ensuring that they are consistently

maintained is critical.

- Being a humble, but confident “thought partner” with the Board, and able to make decisions and recommendations based on industry knowledge, experience, and confidence in his/her own ability to deliver.
- A confident, diplomatic, respectful, 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.

#### **INITIAL AREAS OF FOCUS ARE EXPECTED TO BE:**

- Working closely with the Board, quickly develop positive relationships with Senior Staff. Establishing a high level of collaboration and maintaining a strong team of department heads is critical. The team is very well regarded at present and focus on increasing communications between the entire team and consistent protocols throughout the operation is necessary. Implementing an effective and consistent staff meeting cadence and overall “team mission” will be important.
- Successfully implement the Chambers renovation plan while maintaining membership support.
- Work to clearly understand and articulate the Club financial plan and budget, and work collaboratively with the CFO in its execution.
- Undertake a thoughtful look at the current operation, providing the Board with a “State of the Club” report with recommendations after 100 days.
- Work quickly to understand the Club’s competitive marketplace and culture, and strive to position HGC within the community as a desirable and admired Club, as well as an “employer of choice” in a very competitive, seasonal work environment.

#### **ADDITIONAL AND REITERATED CANDIDATE QUALIFICATIONS**

- A minimum of 5-7 years of progressive leadership/management experience in an active, family-oriented, private, member-owned club environment is preferred. Non-current GM’s will be considered, but only with verification of work experiences with a quality club and mentor. Non-club industry candidates must be able to portray their knowledge and strengths in working with well-intended and active volunteers in Board and Committee roles in a non-profit dynamic.
- A college degree with a focus on Hospitality Management is highly desirable. In lieu of a degree, substantial private club or hospitality industry experience will be considered.
- From the club industry, Certified Club Manager (CCM) designation is necessary with further certifications being of interest as a commitment to on-going and lifelong learning and networking.
- Strong general management skills with verifiable strengths in team development, financial performance, recreational amenity management, quality food & beverage programming, exceptional member/guest service programming, strategic planning, renovations and project management, and 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 with 100+ full time staff members and a \$7.5+ Million operating/capital budget.
- A network of professionals in a wide range of functional skills and disciplines within the hospitality industry that might benefit HGC.
- A verifiable history of achieving strong and positive net membership growth within changing member demographics while ensuring strong membership satisfaction levels.
- Passion for the role, with a positive, thoughtful demeanor conducive to a fun, personalized member and staff centric environment.
- A strong “bottom up” leader who recognizes and has verifiable demonstrations of his/her development of the team. Encouraging of personal growth to both personally, and professionally benefit HGC.
- A person who can say “no” when appropriate, without alienating members or staff when doing so.

- Possessive of strong organizational skills and an obsession with details necessary to achieve high levels of quality, satisfaction, and outstanding member experiences and high levels of staff satisfaction and member engagement.
- A charismatic individual with a sense of humor and style that is commensurate with the culture and expectations of a friendly, fun, and supportive membership and team of associates.

### **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 benefit package.

### **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.

**Preparing a thoughtful letter of interest and alignment, clearly articulating your “fit” with the profile and the above noted expectations and requirements is necessary.**

**Your letter should be addressed to HGC Search Committee**, and clearly articulate why you want to be considered for this position at this stage of your career and why Hinsdale Golf Club and the greater Chicagoland area will likely be a “fit” to you, your family and the Club if selected.

**Expressions of interest in this manner should be conveyed to our Firm no later than February 28<sup>th</sup>.** Interviews will likely occur in April with the successful candidate likely in place by late Spring/early Summer 2019.

**PLEASE NOTE THE IMPORTANCE OF THE FOLLOWING PRESENTATION OF YOUR PERSONAL INTEREST AND QUALIFICATIONS. YOU MUST SUBMIT IN THE NOTED MANNER!**

**“Last Name, First Name Resume” &  
“Last Name, First Name Cover Letter”**

(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.

For directions on how to upload your resume and cover letter [visit this page](#).

[Click here](#) to upload your resume and cover letter.

If you have any questions please email Patty Sprankle: [patty@kkandw.com](mailto:patty@kkandw.com)

### **Lead Search Executive:**

Kurt D. Kuebler, CCM  
Partner, KOPPLIN KUEBLER & WALLACE  
561-747-5213 – Jupiter, FL OFFICE [kurt@kkandw.com](mailto:kurt@kkandw.com)