



## WOODHILL COUNTRY CLUB

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### GENERAL MANAGER

#### THE ORGANIZATION

Incorporated in 1915, Woodhill is a private, year-round country club with dining, social, and sports activities for the entire family. Situated on 225 secluded, picturesque acres in the western suburbs of the Twin Cities, the property includes a traditional central clubhouse, an original renowned Donald Ross golf course completed in 1917, a newly renovated Barn which serves as a winter sports hub and offers casual dining, ten Har-Tru clay tennis courts, four lighted platform tennis courts, a swimming pool, two lighted hockey rinks, a luge run, sledding hill, and cross-country ski trails.

The Club serves as the primary social and recreational center for members and is distinguished by its small, intergenerational membership that fosters personal relationships and convenient access to premium programs and facilities.

#### THE OPPORTUNITY

Woodhill Country Club seeks an accomplished, driven, thoughtful, and entrepreneurial leader to take the organization forward. Reporting to a Board of Directors, the new General Manager will provide exceptional leadership in furthering Woodhill's ambition to remain a premier private country club while responding to evolving expectations of its membership.

#### THE ROLE

Woodhill Country Club's new leader is an outstanding listener, quick learner, excellent communicator, and relationship builder. They have a natural ability to learn the key business drivers of an entity as well as the internal challenges and opportunities of their employees. Customer service and hospitality are in their core. They are enthusiastic about nurturing Woodhill's commitment to remaining a premier, family-oriented country club.

Woodhill Country Club's next leader brings an innovative and creative eye towards the organization's core functions, while responding to an evolving landscape for Woodhill's multi-generational membership. They have the ability to steward the organization's strong financials, while supporting its collaborative work culture.

#### Key Accountabilities Include:

##### Board Relations:

- Partner with the Board of Directors in the Board's governance and implementation of the strategic plan.
- Collaborate with Board committees in their oversight of specific core functions of the club.



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### **Food and Beverage:**

- Ensure member and guest satisfaction with Food and Beverage quality and service.
- Lead and support continuing initiatives to improve food quality and service while adhering to approved budget.

### **Fiscal Responsibilities:**

- Analyze financial statements, manage cash flow and establish controls to safeguard funds.
- Actively monitor income and costs relative to goals; taking corrective action as necessary.
- Participate in the development of the Club's long range and annual business plans.

### **Team Leadership:**

- Set expectations for standards of excellence in quality and service that yield optimal operating results, employee morale and member satisfaction.
- Ensure the organization is a vibrant and open place to work; practice active listening and collaboration; demonstrate a "service-oriented" mentality towards members, guests, and colleagues; foster and encourage an "open-door" policy with all employees; seek new ideas from employees and members.
- Hold all employees accountable for their performance, always with an eye on data to inform intuition.
- Work with department heads to establish procedures to optimize the work efficiency of all Club employees, as well as procedures for hiring, training, performance evaluation, conflict resolution, and review of personnel policies.

### **Facilities Management:**

- Oversee the care and maintenance of all Club physical assets and facilities with hands-on attention to details enhancing member satisfaction.
- Provide advice and recommendations to the President and board committees about construction, alterations, maintenance, materials, supplies, equipment and services, including those not provided in approved plans and/or budgets.



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### THE IDEAL CANDIDATE

**Thoughtful Leader.** Woodhill Country Club's next General Manager is a humble, self-aware, and driven leader who expects their team to be superior to them in their area of specialty. They take full responsibility for their actions and expect their team to do the same. Moreover, while an intelligent and astute learner, they gladly rely on the expertise around them and desire to listen to the advice of their stakeholders. While facilitating input and feedback from a diverse set of sources, they lead with "yes," and ground final decisions in the mission and strategic plan of the organization. They bring a track record of high standards, accountability, and impeccable integrity.

**Excellent Communicator.** As the link between staff and members, they foster a culture of clear, honest communication. In addition to being an excellent communicator themselves, they nurture clear, responsive communication within the Club's staff and governance structure.

**Proven Collaborator.** Woodhill Country Club uses a committee system to oversee most aspects of its operations. The next leader will have the ability to embrace and work collaboratively with these member-led committees.

**Hospitality-Focused.** The next General Manager brings a demonstrated orientation to exceptional customer service and hospitality. Moreover, Woodhill Country Club employees have a deep passion for what they do and a natural commitment to the Club and its members. Woodhill Country Club's next leader must live, promote, and develop this hospitality-first mentality.

**Skilled Manager.** As a leader, the new General Manager has proven ability in managing teams and complex organizational dynamics. They are adept at stewarding an organization's finances and managing a budget and P&L. In addition, they have demonstrated success managing through change, developing talent and instilling an employee-centered culture. They are a proven developer of people and organizations. Their team wants to work with them to produce stellar results.

**Creative and Innovative Perspective.** Woodhill's next leader will nurture creativity and innovation as the Club responds to the evolving needs of the membership and challenges in the marketplace.



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### QUALIFICATIONS

- Minimum of eight years of experience in club management or an adjacent segment of the hospitality industry.
- Demonstrated success overseeing food and beverage operations with exceptional customer satisfaction.
- Thorough understanding of financial planning, budgeting, cash flow management and capital budgets as well as experience executing detailed annual business plans.
- Possesses the emotional intelligence to nurture a healthy work environment that promotes hospitality, creativity, employee engagement, inclusion and accountability.
- Experience overseeing capital improvements preferred.
- Demonstrated experience building and aligning an organization to a vision for evolution and future growth.
- Strong communication and relationship skills.
- 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 hospitality experience will be considered. Certified Club Manager (CCM) designation preferred but not required.

### COMPENSATION

Salary is commensurate with qualifications. In addition, Woodhill Country Club offers a competitive benefits package and incentive programs.

Woodhill Country Club has retained Orion Search Group to help conduct the search for its next General Manager. For more information about the opportunity, please contact Joel Bergstrom with Orion Search Group at (952) 345-1006 or [joelb@orionsearchgroup.com](mailto:joelb@orionsearchgroup.com).