



**General Manager/Chief Operating Officer Profile:
Town & Country Club
Saint Paul, MN**

Position Overview: General Manager/Chief Operating Officer at Town & Country Club

The General Manager (GM)/Chief Operating Officer (COO) role at Town & Country Club (Club) is an exceptional opportunity in the Midwest private club market. The Club enjoys a unique position in the Minnesota community and history as the “Birthplace of Minnesota Golf.”

The ideal GM/COO candidate will respect and honor our tradition, while positioning the Club for sustained excellence and leading a talented team of professionals. Intuitively understanding how our tradition is one of history and innovation, the GM/COO will engage with our Board of Directors (Board) to interpret and implement our strategic plan and manage all Club operations, programs, and facilities.

Our Club

The Club was established as a social club in 1888, constructing a golf course in 1893 which enabled the first round of golf to be played in Minnesota. Our course is one of the oldest courses remaining in its original location in North America. Located in the bluffs of the Mississippi River, our Club provides some of the most stunning views in Minnesota golf, while also being in a quiet neighborhood and community just 10 minutes from both downtown Saint Paul and Minneapolis.

The Club is a year-round, family-friendly club with a robust variety of golf, social, dining, and recreational offerings. A \$2.4 million golf course enhancement project, which will be completed by the end of 2024, will elevate an already exceptional golf course experience for our members and capture our Club’s distinctive sense of place and history. During the winter, the golf course is used for hiking, cross-country skiing, snowshoeing, and sledding. Our heated outdoor swimming pool and patio area is one of the most vibrant areas of our Club during the summer, providing lap swim in the mornings, leisure swim during the day, and a separate zero-entry toddler pool. Our four Har-Tru clay tennis are considered some of the best in the state, and we recently installed two pickleball courts.

Our recently renovated clubhouse serves as the backdrop for over 85 social events throughout the year for our members. We have five member dining areas, as well as banquet and meeting facilities for member and public use. We also have a fitness center, a virtual golf simulator, and full locker room services.

Our vision is to be rooted in tradition while valuing families, fostering community, and offering members and their guests quality, consistent, and fun experiences on and off the course with exceptional service.

You can learn more about our Club on our website and social media channels:

[Website](#)

[Instagram](#)

[Facebook](#)

[X](#)

Essential Club/Membership Details:

- Membership summary: 360 Corporate/Joint-Corporate/Associate; 130 Social, 38 Senior
- Average age of membership: 56
- Over 23,000 rounds of golf played
- Total revenue: \$9.5M
- Total food and beverage revenue: \$3M (approximately 30% banquet)
- Club-managed Pro Shop merchandising
- Employees: 50 full-time/50 part-time and 150 seasonal employees
- The Board is comprised of 11 Directors and one Social member representative, each serving 3-year terms
- 9 standing Committees
- Management team members:
 - Assistant General Manager
 - Director of Golf
 - Certified Golf Course Superintendent
 - Certified USTA Tennis Professional
 - Executive Chef
 - Controller
 - Chief Engineer
 - Membership and Communications Director
 - Special Events and Catering Director

General Manager/Chief Operating Officer Position Expectations and Details:

The GM/COO has full responsibility of club administration and operations. The GM/COO reports to the Board and works closely with the Board President. The GM/COO is responsible for executing the objectives established by the Board and its Committees and working with Committee Chairs to assist them in developing approaches to deliver to the Club's strategic plan. The GM/COO is highly visible to membership and must always conduct themselves in a professional manner that reflects our Club's values, consistently demonstrating, reinforcing, and setting the standard for all employees. The GM/COO will inherit a talented staff and is expected to create an environment that leads to staff retention and professional growth.

Ideal Candidate Characteristics, Skills and Experience:

The ideal candidate will have a strong executive presence and interpersonal skills, with 10 years of club General Management experience in a private, member-owned operating model. Candidates should have demonstrated experience in these areas:

- Administrative and operational execution experience, including food and beverage, pool and events planning, human resource/talent management experience, and board engagement

- Leadership, specifically managing high-performing teams and engaging/inspiring service industry workforce that delivers a premium member experience
- Financial acumen, oversight, and control, including annual budget, CAPEX, and long-term facilities planning and execution
- Planning, organizing, and executing campus/facility projects
- Written and oral communication skills directed to both internal (staff) and external (membership/community at large) audiences
- Vision and strategic planning – ability to engage with the Board as a thought leader while also developing and implementing plans and approaches and translating to management team and employees for execution

Educational and Certification Qualifications:

- Bachelor’s degree from an accredited college/university required, emphasis in Hospitality or Business preferred
- Relevant industry certifications (e.g., CCM, CCE) preferred

Compensation:

Salary is open and commensurate with qualifications and experience. In addition, the Club offers a competitive benefit and bonus package.

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. Completion of required employment eligibility verification form will be required upon hiring.

Application Process:

Interested parties should send resume and cover letter explaining why you should be considered for this position. All documents should be in Word or PDF format (save as “Last Name, First Name, Town and Country GM/COO Cover Letter” and “Last Name, First Name, Town and County GM/COO Resume” respectively). All documents should be submitted in a single email using the link below or president@tcc-club.com

[Apply Here](#)

Interested parties should apply by **March 8, 2024**.