

CANDIDATE PROFILE

General Manager
Country Club of Jackson
Jackson, Michigan

www.countryclubofjackson.com



Organization

The Country Club of Jackson (Michigan), located 60 miles west of Detroit, dates to 1898 as a 9-hole course, officially moved and founded as a golf club in 1926. The original 18 holes were designed by Arthur Hamm who worked as a field supervisor of legend Donald Ross. The original clubhouse burned down in 1952 and was rebuilt within a year. An additional 9-hole course, The Marsh, was designed by Arthur Hills and opened in 1992. The Club has an expansive driving range with an enclosed teaching facility. Country Club of Jackson has a rich tournament history including hosting seven Michigan Amateur Championships, most recently in 2002.

The clubhouse has had multiple renovations over the years, most recently a very attractive update to member dining in 2022 and the Ballroom in 2018. The clubhouse is the Jackson area's prime location for member entertainment as well as civic and social events. Multiple dining areas including an outdoor patio and total seating up to 400 people.

Additional club facilities include a swimming pool, fitness facility and four tennis courts-two clay and two hard courts. The family-centric club has year-long programming and events in all areas including a summer kids camp, junior golf, swimming and tennis for all ages and abilities. The Club is closed for the month of February. Jackson, Michigan is a family-oriented community with a good school system, affordable housing, and close proximity to Ann Arbor, Lansing and Kalamazoo.

The Club's annual gross revenues are \$6M with Food and Beverage revenue of \$1.8M. Total staff in season reaches 117 employees. The Club uses Northstar for its POS system. The current membership is 552 in all categories and has grown for the last several years. The Club had a very long-standing GM who retired five years ago and have had two GMs since that time.

Position Overview

Country Club of Jackson seeks a well-rounded General Manager to lead the team of veteran staff.

The General Manager oversees all Club operations and must be a very visible and accessible leader to both members and staff alike. The General Manager will guide the Club under the direction of the Board of Directors, and act as the leader, mentor and liaison between all department heads and committees. He or she will be held accountable for all areas of the Club and will enable the Board to avoid the short-term focus, allowing the board to focus on proper governance.

The Club seeks an experienced, strong leader with experience in membership marketing, food and beverage management and club finance and budget management. This is an excellent opportunity for a club management professional willing to focus on an exceptional level of professional service, attention to and recognition of the Club's loyal membership while providing leadership and guidance to its staff to achieve those goals.

Responsibilities

- Oversee all department heads and managers, the recruitment, hiring, training, supervision and timely evaluation of all the Club's staff. Compensation and benefits are to be administered consistently and fall within the guidelines as mandated by the annual budget and Club policy.
- Emphasize a "member-first" service culture that ensures member patronage and maximizes the use of the Club's facilities.
- Actively promote the Club to all Members and their families, interact with Members on a daily basis, and actively solicit member opinions and input as to the Club's facilities and services.
- Be visible and accessible. Respond to Member complaints in a timely fashion and report significant issues to the President.
- Represent the Club in a positive light in the community, assisting as needed in the recruitment, orientation and retention of new and existing members.
- Provide financial guidance, manage budgets and report finances to the Board. Such duties will involve the formulation of the annual operating and capital budgets to be coordinated with the Finance Committee, the Controller and department heads. The General Manager will operate the Club in accordance with the approved budgets and with the Controller report the financial condition to the Board of Directors on a monthly basis.
- Utilize a working knowledge of all facets of private club operations with an emphasis on food and beverage services, membership growth, social media presence, staff mentoring and the ability to drive member usage through program development.
- Demonstrate a reputation as an active and visible club leader, exhibiting a professional image and being responsive to member needs and feedback.

Competencies and Requirements

The General Manager will be the consummate professional, well-versed in all facets of club administration. The ideal candidate will have a minimum of five years as a General Manager, Assistant General Manager or Clubhouse Manager in a traditional, comparable private club setting. Candidates will have a working knowledge of all facets of private club operations with a strong emphasis on financial management, Staff leadership and development, food and beverage and membership marketing.

- The ability to work well with all the department heads who are valued members of the management team.
- Leadership skills with the ability to motivate a veteran staff with a commitment to excellence.

- An outgoing and friendly personality with a high potential to identify with and embrace the Club's culture.
- Highly energetic; a self-starter with a “hands-on” approach to management.
- Excellent communication skills at all levels.
- A strong sense of service with proven staff development and training skills.
- Attention to detail with a sense of urgency.
- The ability to function in a committee-oriented environment and respond to the ideas and energies of the Club’s standing committees. The ideal candidate must also have the ability to deal with a variety of personalities.
- Firm leadership skills to guide the Club’s Board governance and oversee the work of committees.
- The ability to see the “big picture” but also to have a critical eye for detail.
- A career path marked with a logical progression of title and responsibility, stability of tenure and accomplishment.
- The General Manager is expected to “set the pace” for all employees and to actively promote a positive and safe work environment where teamwork and cooperation are emphasized.
- A hospitality, business management or related degree is preferred.
- The CCM designation is a plus.
- Impeccable and verifiable references. All candidates will be subject to a thorough background review and must have an excellent credit record.

Competitive Compensation

- A base salary and potential annual bonus
- Family health insurance in accordance with club policy
- Participation in the Club’s IRA plan
- Standard benefits
- Relocation assistance
- A full CMAA package to include dues and education expenses, to be determined in each year’s operating budget

Individuals who meet or exceed the established criteria detailed in this position profile and posting are encouraged to send both a cover letter and resume.



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