

GENERAL MANAGER/CHIEF OPERATING OFFICER PROFILE: LONG BEACH COUNTRY CLUB MICHIGAN CITY, IN

THE GENERAL MANAGER/COO OPPORTUNITY AT LONG BEACH COUNTRY CLUB

Long Beach Country Club is seeking a positive and highly capable professional with strong leadership experience to be their General Manager/COO. Long Beach Country Club is a member-owned, full-service, family-focused private club in Michigan City, IN. The candidate must embody and demonstrate a confident servant leadership style that promotes a positive culture with an emphasis on process and procedure development, organizational consistency, team development, strategic planning, 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.](#)

LONG BEACH COUNTRY CLUB

Long Beach Country Club was incorporated in February 1924 as the social and recreational center of the Long Beach Community neighborhood. The golf course was opened that spring, and the club has enjoyed a long and successful history as a seasonal, multigenerational family club ever since. Additionally, the club is proud of its robust caddy program and its support of The Evans Scholars Foundation.

The original clubhouse was a unique Spanish Mission design and was unfortunately destroyed by fire in 1935. A new two-story Clubhouse was completed in June 1936 and formed the basic core of the previous Clubhouse. The current Clubhouse was completed in July of 1999 and offers members excellent casual as well as formal dining opportunities with a spectacular views of the golf course and property. Having recently completed a \$6.5M renovation, members and guests now enjoy a new main kitchen, renovated pool area, a spectacular outdoor dining pavilion and bar area.

Generations of friendships and family traditions are the foundation for the success of this historic club.

LONG BEACH COUNTRY CLUB BY THE NUMBERS:

- 284 Regular Members: 11 Associate, 112 Social, 16 Legacy, 34 Senior
- Approximately \$6.2M Gross volume
- Approximately \$2.6 M Annual dues volume
- Approximately 902k F&B volume
- \$26,000 Initiation fee
- 50 Part Time/Seasonal Employees; 44 off-season
- 11 Board members
- 63 yr. Approximate average age of members

LONG BEACH COUNTRY CLUB WEB SITE: www.longbeachcc.org

GENERAL MANAGER/COO POSITION DESCRIPTION

The General Manager/COO has full responsibility for all aspects of operations at Long Beach Country Club, effectively managing all resources and reporting to the Board of Directors and the Club President. The GM/COO will promote a positive, engaging, and highly competent service culture in all operations.

The GM/COO is expected to be an interactive “thought partner” with the Board and Committees, working closely with both groups as collectively they make decisions and set strategic direction for the long-term well-being of the membership. Like many clubs, Long Beach Country Club has many new, younger members with families, and the balance of tradition with relevance to today’s members’ needs and expectations is a critical success factor. Taking the club into the future in a thoughtful way is a major goal.

Additionally, the new GM/COO must be professional 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.

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 LBCC operating model.
- Work with the Board to initiate both Strategic and Facilities Master Plans.
- Superior communication skills, exuding energy, and creativity both up and down the organizational chart.
- Evaluate current F&B operations and develop an operational plan to optimize member satisfaction and control costs. F & B operations are important to the membership and meeting the majority of members’ expectations in this area is an important success factor. Service standards and consistent delivery thereof are important areas of focus.
- 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 Long Beach Country 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 LBCC.
- 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 CCM, CCE, CMC, PGA

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 **Long Beach Country Club search committee/Mr. Bob Clark, President and Search Chairman**, 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 LBCC and the Michigan City, IN 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, March 7, 2025. Candidate selections will occur in mid-March with the first Interviews expected in late March and the second interviews a short time later. The new candidate should assume his/her role in early May 2025.

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

"Last Name, First Name Resume" &

"Last Name, First Name Cover Letter - Long Beach Country 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

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