

# KOPPLIN KUEBLER & WALLACE

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## **GENERAL MANAGER/CHIEF OPERATING OFFICER PROFILE: WHITE EAGLE GOLF CLUB NAPERVILLE, IL**

### **GENERAL MANAGER/COO OPPORTUNITY AT WHITE EAGLE GOLF CLUB**

White Eagle Golf Club is seeking a positive, energetic, and highly capable professional who has strong leadership experience to be their General Manager/COO. 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.

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

### **WHITE EAGLE GOLF CLUB**

White Eagle Golf Club, opened in 1989, is a premier full-service private country club in Naperville, IL. The mission of the club is to provide a premier private golf and social experience for its members, their families and guests, by offering high-quality services and facilities in a fiscally responsible manner.

White Eagle offers members 27 holes of golf set on approximately 163 acres. Originally designed by Arnold Palmer, White Eagle consists of three nine-hole courses: Red, White, and Blue. The club's unique 27-hole layout allows it to provide ample tee time availability and a brisk pace of play for members and their guests, no other nearby clubs can offer its members the same convenience. As a challenging golf course in impeccable condition, White Eagle built a rich history of hosting prestigious golf tournaments including recent events such as the Illinois Open (2022, 2020), the Women's Western Amateur Championship (2023), and Korn Ferry Qualification School (2022). Also, in addition to a full driving range, members can use the short-game practice area which includes multiple sand traps, two separate putting greens, and a wedge area where players can hit shots up to 80 yards.

In addition to a championship-caliber golf program, White Eagle Golf Club also offers its members a mix of social programming to meet the needs of today's busy family lifestyle. The pool area features a 10-foot waterslide, a toddler's wading pool, and a large tree-lined grass area surrounding the pool deck making the pool a destination for all ages. Pool amenities include towel service, full-service bar and restaurant, and cabaña rentals. White Eagle members also enjoy a robust Junior's programming schedule for golf, aquatics, and racquets.

In the Spring of 2022, White Eagle unveiled the latest addition to its Club's amenities, The White Eagle Retreat, which offers members a space for dining, platform tennis, pickle ball, and golf simulators. This facility is second to none and the club offers a mix of year-round racquets programming that will accommodate players of all skill levels.

Additionally, White Eagle offers its members multiple dining and food options to accommodate all dining and social occasions. The Eagle's Nest bar provides members with a great lounge space to unwind and relax after a round of golf or for a quick drink after work. The Palmer Room (and Patio) function as White Eagle's primary dining areas that offer a spectacular view of the club course property at all times of the year. The "Retreat", located adjacent to the pool, provides a more casual and relaxed dining environment, perfect for something quick with the kids or a casual dining experience. Lastly, the Walnut Room hosts special events including wine dinners or special occasion private dining events.

### **WHITE EAGLE GOLF CLUB BY THE NUMBERS:**

- Approximately 25,000 Rounds of Golf Annually
- 369 Total, 244 Equity Members
- \$25,000 Initiation Fee
- Approximately \$10.7M Gross Volume
- Approximately \$3.3M Annual Dues Volume
- Approximately \$3.6M F&B Volume
- Approximately \$3.9 Gross Payroll
- 13 Board Members, 3-year terms
- 53 Average Age of Members
- Taxable status- C-Corp

**WHITE EAGLE GOLF CLUB WEB SITE:** [www.whiteeaglegc.com](http://www.whiteeaglegc.com)

### **GENERAL MANAGER/CHIEF OPERATING OFFICER (GM/COO) - POSITION OVERVIEW**

The General Manager/COO has full responsibility for all aspects of operations at White Eagle Golf Club, effectively managing all resources and reporting to the Board of Directors and the Club President. The GM/COO will lead the management team, directly supervising the Food and Beverage department, Controller, Director of Racquets, Director of Golf, Golf Course Superintendent, and Facilities Manager. The GM/COO will indirectly supervise all employees of the club while promoting 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, White Eagle Golf Club has many new, younger members with families, and the balance of tradition with relevance to today’s member 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; name recognition is a foundation of such success and this style must be a core competency of the top executive.

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.
- Possess and exhibit a sense of urgency when handling matters related to the club and membership. It is expected that this trait be instilled throughout the organization.
- Attentiveness to member services and satisfaction while also developing clubhouse staff.
- Strong understanding of superb dining and other food and beverage experiences for the club members and guests.
- Evaluate current F&B operations and develop an operational plan to optimize member satisfaction. F & B operations are of utmost importance to the membership and meeting the majority of members’ expectations in this area is a critical success factor. Service standards and consistent delivery thereof are important areas of focus.
- 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 White Eagle Golf Club and the surrounding community.
- Superior communication skills, exuding energy, and creativity.
- 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 cultural development through good hiring, training, communication, and developing a strong teamwork ethic.
- Demonstrate an ability to build a strong board and committee relationship, working to create a strong bond and communication exchange of diplomatic openness.

#### **DUTIES AND RESPONSIBILITIES:**

##### Member Services

- Gets to know the members, their families, and their desires.
- Provides quality leadership and a positive upbeat image for the Club and its amenities. Leads with the dictate to provide members with premier service in casual and fine dining, recreational excellence, quality products, and an exciting calendar of club events. Maintains detailed records of events.
- Apply best practices in club organizational management providing processes and procedures in identified areas.
- Plans his/her work schedule to be personally visible and readily accessible to members and their guests at the right times and in the right places.
- Assures the smooth, efficient daily operation of the club to provide the members and guests with an environment of excellence in hospitality.
- Oversees a top-rated food and beverage operation, with appealing menus, properly priced, and featuring exemplary service.
- Addresses and resolves member complaints and suggestions, in such areas as general service, athletic programs, employee attitude, maintenance, and cosmetic appearance of the facility.

##### Employee Relations

- Creates and emphasizes a “one team” culture with all department heads and staff.
- Acts as a mentor and developer of professional talent with the staff.
- Initiates employment programs and recruitment efforts that result in the club being viewed as a sought-after place to work, especially for wait staff and entry-level employees.
- Interacts with department managers pursuant to the appraisal, discipline, and/or discharge, of any employee.
- Provides for the training and further development of all department heads and other personnel. Creates an environment of true team spirit among the staff.
- Ensures that a positive and healthy working environment exists throughout the club, one that is free of safety risks and all forms of employee harassment.

##### Financial Management

- Prepares annual operating plan and capital budgets and, after Board approval, manages and controls the operations to attain the desired results.
- Provides input to all department heads, professional staff, and key personnel, projecting and developing budgets, capital spending plans, fiscal controls, and operational guidelines.
- Installs controls and cost-effective procedures related to employee payroll, purchases, inventories, and supplies.

- Maintains an up-to-date management information system that can be counted on for timely and accurate information for all parts of the club.
- Actively looks for efficiency opportunities in all areas of operations.

### **CANDIDATE QUALIFICATIONS**

- A minimum of 5 years of verifiable, progressive leadership and management experience in an active, private member-focused club environment or an equivalent combination of related education and experience.
- A verifiable career track that demonstrates a record of tenure and commitment to previous employers, and that career moves were for enhancement of skills and experiences as opposed to 'unplanned' career changes.
- Strong general leadership skills with verifiable strengths in team development, financial performance, diverse recreational amenity management (golf, tennis, family activities, and others are especially desirable), quality food and beverage programming, exceptional member/guest service programming, strategic planning, project management, and most importantly the ability to consistently define and achieve goals and objectives.

### **EDUCATIONAL AND CERTIFICATION QUALIFICATIONS**

- A Degree is highly desirable, preferably in Hospitality Management or Business.
- In lieu of the degree, substantial private club or hospitality experience will be considered.
- Certified Club Manager (CCM) designation is preferred but not required.

### **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 and to 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 including Professional Dues and Education expenses for CMAA and PGA members.

### **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. Please be sure your image is not present on your resume or cover letter; that should be used on your LinkedIn Profile.

**Prepare a thoughtful cover letter addressed to White Eagle Golf Club Search Committee/Shari Forman, President,** 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 WEGC and the Naperville 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 Monday, March 25, 2024. Candidate selections will occur in early April with interviews in mid-April and second interviews a short time later. The candidate will expect to assume responsibilities in June 2024.***

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

**“Last Name, First Name Resume” &**

**“Last Name, First Name Cover Letter – White Eagle Golf 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](mailto:holly@kkandw.com)

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