

# KOPPLIN KUEBLER & WALLACE

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## **ASSISTANT GENERAL MANAGER PROFILE: EVANSVILLE COUNTRY CLUB EVANSVILLE, IN**

### **THE ASSISTANT GENERAL MANAGER OPPORTUNITY AT EVANSVILLE COUNTRY CLUB**

Evansville Country Club (ECC) in Evansville, Indiana is offering a tremendous opportunity for a highly qualified individual willing to provide innovation, energy and vision to become part of a high-performing team as their Assistant General Manager (AGM).

The new AGM will ensure that the goals of both the food & beverage department and the operations of the Club are being met through proactive leadership and full-scope management while also paying attention to the fine details. These crucial attributes along with a necessary intuitive style will contribute to the overall success of the AGM.

Working under the direction of the Club's General Manager, the AGM's primary focus is on the overall member/guest experience. The ability to consistently "look forward" in planning, organization, has the ability to build successful teams and overall departmental leadership is a critical skill set required for success in this position. Equally important is the ability to intuitively embrace the need to be visible and highly interactive with the members and staff; leadership in this area begins and ends with communication, approachability, and accessibility. This opportunity will prepare the candidate for the next stage in their career, General Manager.

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

### **ABOUT EVANSVILLE COUNTRY CLUB**

In 1900, prominent families from Evansville and surrounding counties would travel an electric-powered cable car, to a private lake beside Pigeon Creek. Originally a fishing and dining club, The Country Club as it was known, began that year with 101 members. In 1908, the members reorganized as "The Evansville Country Club" and decided that golf was the recreation of choice. Soon after, the front nine holes of the golf course were completed. The addition of the back nine in 1927 secured the Club's position as the premiere recreation and gathering place for golf enthusiasts.

Today, The Evansville Country Club is a private, member-owned club nestled in the heart of the city, providing a park-like setting in the center of one of the largest metropolitan areas in the state of Indiana. Members enjoy spectacular views of the downtown skyline, award-winning landscaping and the convenience of being close to everything. Rich in history, but with a vibrancy that reflects the Club's forward-thinking, The Evansville Country Club is, without compare, the family Club in southwestern Indiana.

The Evansville Country Club is a "Legacy of Modern Luxury" and offers its 725 plus members 18-holes of Championship golf, a resort-style family aquatic center boasting state-of-the-art spray fountains, a zero-depth entry, custom rock-climbing wall and 14' slide as well as four lighted, outdoor hard courts and a spacious viewing deck.

Members and guests enjoy a full social calendar, including wine tastings, Holiday buffets, Sunday brunches and specialty dining events. From informal family meals poolside at the Gator Grill to black-tie galas, fundraisers or holiday parties, ECC has something for everyone.

Evansville Country Club truly has a "Tradition of Excellence with a Vision for the Future."

### **EVANSVILLE COUNTRY CLUB BY THE NUMBERS:**

- The Club enjoys an annual operating budget of approximately \$8.06M
- There are approximately 13,000 rounds played annually
- There are approximately 737 members

- Initiation fees are \$11,975 with dues of \$6,336 annually
- There is a monthly capital charge of \$100 and a quarterly food minimum of \$100
- F&B operations revenues are approximately \$2.2M annually - 60% a la carte and 40% catering
- There are approximately 59 full-time and approximately 79 part-time or seasonal employees
- The average age of members is approximately 52
- There is a total of 13 Board Members, each serving three-year terms.
- There are 9 standing committees: Executive, House, Finance, Golf, Swim/Tennis, Entertainment, Membership and Bylaws, Grounds & Greens, and Capital Improvement
- The club uses Jonas Encore for its POS and Club Accounting Systems

**EVANSVILLE COUNTRY CLUB WEB SITE:** [www.evansvillecountryclub.org](http://www.evansvillecountryclub.org)

## **ASSISTANT GENERAL MANAGER POSITION OVERVIEW**

### **PRIMARY RESPONSIBILITIES**

#### **Member Services**

- Consistent sincere and significant engagement of Members, highly visible to all Members and staff. The AGM is responsible for ensuring that all Member amenities and Club events are well conceived and executed.
- Provide quality leadership, demonstrating honesty and integrity in a positive and upbeat manner for Members, guests, and staff. Leads by example.
- Create and maintain a first-class service culture throughout the Club property.
- Has a mentorship skillset
- Address and resolve all Member and guest complaints and suggestions, general service, employee attitude, maintenance, and presentation of the Clubhouse and amenity areas.

#### **Employee Relations**

- Plan and execute training and employee development of all subordinate managers and supervisors subject to budget approval by the GM and Controller. Instill the team-player concept in all employees. Coach, counsel and evaluate departmental staff.
- Build and maintain a positive spirit and healthy work environment throughout all operational areas, one that is free of safety risks and all forms of employee harassment.
- Build a stable and healthy work environment; one based on honesty, trust, and fairness.
- Be the administrative and communication link between departments, under direction, in the Club.
- Confirm that all Clubhouse employees are regularly trained and certified in areas that help guard the safety and wellbeing of the Members, guests and other employees including, but not limited to CPR, AED, responsible alcohol service, safe food handling, etc.
- Facilitate a team environment with morale, high ethical standards, and efficient use of resources to position Evansville Country Club to be a preferred employer of choice in the community.

#### **Financial Management**

- Joint responsibility with the GM to prepare, manage and control the annual operating and capital budgets for all departmental operations to desired metrics.
- Assist the GM in developing and implementing long-range (strategic) and annual (business) plans, operating reports, forecasts, and budgets.
- Monitor all budgets; be responsible for directing corrective action to assure metric.
- Provide input to all departmental personnel regarding annual budgets, capital spending plans, fiscal controls and operational guidelines.
- Be responsible for all labor cost payouts within the constraints of the budget and through close coordination and with approval from the GM and Controller.
- Supervise the purchasing, receiving, safekeeping and disbursement of operating supplies and equipment to maximize quality and profitability.

## **Personnel Management**

- Must be comfortable with introducing new forms of technology and innovative ideas to the club that will benefit the service staff and membership.
- Hands-on management of staff and must be approachable to staff, Members, and guests.
- Be responsible for the hiring, discipline, termination, and documentation of all FOH F&B staff.
- Further their own continued development as a club management professional as a member of CMAA. With the assistance and approval of the GM, participate in appropriate seminars/training programs, thereby enhancing skills, experience, and quality of services to ECC.

## **Operational Responsibilities**

- Understand and abide by ECC policies and departmental procedures.
- Has the ability to drive creative initiatives and can produce amazing results.
- Provide content for and manage communications and marketing materials for departments under purview.
- Manage Clubhouse/departments in accordance with applicable local, state, and federal laws.
- Research new products/services/vendors and develop an analysis of their costs/benefits.
- Disseminate information effectively and coordinate activities between departments.
- Keep the GM informed of all potential problems and activities related to smooth operations.
- Exhibit a sharp eye for detail in the overall management of the operation.
- Be responsible for regularly reporting performance and financial data of all departments under management to GM.

## **CANDIDATE QUALIFICATIONS**

- Is a passionate leader with strong credentials and work ethic, a proven track record of providing premier-level hospitality services.
- Has a personality that is commensurately appropriate for ECC culture and will invest in staff and member relationships in a genuine and meaningful way.
- Is a proven leader who can manage their time and establish and manage priorities.
- Has a verifiable track record of successfully leading and growing a dynamic program and departmental operation including building revenues, controlling costs, and meeting or exceeding planned and budgeted bottom-line goals and objectives.
- Believes relationships are of great importance and is successful at finding solutions for all sides.
- Is a person who can motivate, develop, and share credit with their staff.
- Has a positive attitude; is professional in nature with a high degree of integrity; has a strong work ethic, and can handle a fast-paced, high-energy environment among membership and staff.
- Has an intuitive style resulting in a sincere and visibly engaged presence with members, guests, and staff, be truly engaging when interacting with people.
- A professional career track record in related fields; stability, and experience in high-volume, highly respected clubs, resorts, or hotels.
- Sufficient financial acumen and demonstrates the ability to lead in the budgeting process.
- Strong verbal and written communication skills. Comfortable speaking in front of a wide variety of groups including staff and board committees.
- Polished communication skills among Members and guests and visibility among Members and guests.

## **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.

## **EDUCATIONAL AND CERTIFICATION QUALIFICATIONS**

- A bachelor's degree is preferred with a focus on Hospitality or Business Management.
- In lieu of the degree, substantial private club or hospitality experience will be considered.
- Industry certifications such as CCM, CCE, CMC, or PGA are encouraged but not required.

## **SALARY AND BENEFITS**

Salary is open and commensurate with qualifications and experience. The Club, along with the typical senior staff benefits, offers an excellent bonus and benefits package.

## **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 **Mr. Gary Shetler, GM/Evansville Country Club** and clearly articulate why you want to be considered for this position at this stage of your career and why Evansville Country Club and the Evansville, 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 Tuesday, June 9, 2023. Candidate selections will occur in mid-June with first Interviews expected later in the month. The new candidate should assume his/her role in September 2023.**

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

“Last Name, First Name Resume”

“Last Name, First Name Cover Letter – “**Evansville CC**”

(These documents should be in Word or PDF format)

If you have any questions, please email Patty Sprankle at [patty@kkandw.com](mailto:patty@kkandw.com)

[Click here](#) to upload your resume and cover letter.

### **Search Executives:**

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