

## Candidate Profile

General Manager/COO  
Dairymen's Inc.  
Boulder Junction, Wisconsin



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### Organization

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Dairymen's Inc. is a 97-year-old private resort club located in the Northwoods of Wisconsin outside the town of Boulder Junction. The club was founded on tradition, excellence, and the preservation of one of the most pristine properties in the country. The club encompasses more than 6,000 acres of woods with more than 1,600 acres of lakes. Amenities include 47 cabins, 29 winterized for member occupancy, 2 full-service lodges offering American Plan dining as well as a la carte service, and a 9-hole golf course open mid-May to mid-October. Summer activities include water sports, boating, fishing, golf, tennis, and hiking. Winter activities include snowmobiling, cross country skiing, ice skating, sledding, and ice fishing. Current membership is about 700 with most from the Chicago area and Wisconsin and the rest from all parts of the U.S.

Gross revenues are \$5.5 million with F&B revenues of \$1.25 million. Dairymen's Inc. has 14 full-time staff and 70 additional seasonal employees.

### Position Summary

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The members of Dairymen's Inc. are seeking an experienced and engaging professional to lead a dedicated team of veteran employees and oversee initiatives approved by the Board of Directors. Potential candidates will have a record of success and possess the appropriate combination of professional demeanor and presence, management skills, leadership qualities, and a personality best suited to the culture of Dairymen's. The General Manager will oversee all facets of the Club's operations and be a visible and accessible leader to members, staff, and in community affairs. A friendly and outgoing personality is a must, as well as a strong working knowledge of first-class service and personnel management, along with a respect and appreciation for club tradition. The General Manager's charge is to provide outstanding service on a consistent basis, taking care to ensure total member satisfaction. The General Manager must prioritize the care and maintenance of our historic cabins and clubhouse buildings and must be willing and able to learn the many facets of managing an exclusive resort club in the Northwoods. This position reports to the Club President and the Board of Directors. The ideal candidate will need to be very comfortable in a remote and outdoor setting.

### Staff Overview

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#### GM supervises:

- Maintenance Manager
- Hospitality Manager
- Executive Chef
- Controller
- Construction Manager
- Member Services Manager
- Golf Course Superintendent

## Responsibilities

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- The timely and efficient management of all Club operations, working together with the staff as to daily operations in all areas with the goal of assuring the highest level of guest and member satisfaction.
- Interaction daily with members and their families to ensure consistent service with the innate ability to anticipate and solve member issues. Ability to be responsive when fielding member requests and diplomatic when enforcing club rules.
- Management of the Food & Beverage program, including menu development and implementation, front-of-house service, purchasing and inventory controls.
- Acting as the primary contact for the Wisconsin Department of Health Services for annual inspections to maintain hotel and restaurant licenses. Keeping staff up to date with required food safety courses and other training.
- Managing an ongoing and proactive year-round maintenance program for buildings, roads, equipment, vehicles, fishing boats, mechanical systems, and water management structures for both club facilities and cabins.
- Monitoring the physical appearance of the property to ensure cleanliness and maintenance through routine inspections and preventive maintenance programs.
- Acting as the primary contact for all governmental agencies, including Wisconsin Department of Natural Resources (WDNR) for waterway and land management activities, OSHA and EEOC for employment activities, etc.
- Representing the Club in local community activities and affairs and maintaining a positive relationship with the Town of Boulder Junction, the WDNR, and other external bodies.
- Overseeing accommodation reservations forecasting, management and scheduling for members and guests, and reporting all member and guest activities for billing.
- Development and active management of annual operating and capital budgets within the established financial goals of the club, actively monitoring financial performance.
- Active engagement in employee recruitment, retention, training, oversight, and motivation, keeping in mind the seasonal nature of operations.
- Responsibility for creating a positive staff culture while ensuring accountability.
- Conducting meaningful employee reviews on a regular basis.
- Supervising property security measures.
- Living on the property year-round for security and performance of ongoing duties, with paid vacation.
- Any other duties as requested by the Club President and Board of Directors.

## Competencies and Qualifications

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- An outgoing and adaptable personality; dedicated, patient, and loyal.
- Current or prior hospitality experience in the Midwest preferred, including experience as a General Manager, Assistant General Manager or Director of Operations of an upscale club, resort/hotel or similar outdoor sporting club setting.
- Outstanding managerial and supervisory skills, with the ability both to work with longtime employees and to hire and train new staff.
- Excellent financial and budgeting skills.
- Extensive and diverse Food & Beverage experience.
- A background that includes very proactive member and guest interaction.
- Sound and current knowledge of human resources practices, including wage and hour laws, employment and discharge, ERISA, equal employment, OSHA, and the full range of employee benefits.
- The ability to be a quick learner as to new responsibilities and duties.
- Highly energetic with a passion for service and problem solving.
- Willingness to work substantial and unpredictable hours during the season.
- **Desire to live and work year-round in an isolated and rural environment and have a genuine appreciation of the Northwoods culture and of nature itself gained by current or prior residency in a comparable area of the U.S.**

- The General Manager must live on the property in the Northwoods and be the custodian of the property year-round.
- Sincere interest in supporting the research and scientific endeavors of the Board of Directors.
- Willingness to become involved in the club's local community.
- Ability to work collaboratively with the President and Board of Directors on a variety of projects to maintain and enhance the club experience for members.
- A career path marked with stability and tenure.
- Impeccable and verifiable references.

### Competitive Compensation & Benefits

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- A competitive base salary commensurate with prior experience.
- Annual bonus based on established performance metrics.
- Manager's house provided including utilities: Lake view. Furnished with 3 bedrooms, 2 baths, built in 2008. Furnished basement with bath and optional bedroom. New appliances in 2022.
- An auto provided for Club-related use.
- Standard benefits to include individual medical insurance, dental, and vision.
- 401(k) plan and four weeks paid vacation.
- LTD and Life Insurance.
- CMAA education package.
- Relocation assistance.

Professionals who meet or exceed the established criteria detailed in this position profile are encouraged to contact:

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