

## CANDIDATE PROFILE

President  
Westbrook Country Club  
Mansfield, Ohio

[www.westbrookcc.com](http://www.westbrookcc.com)

Video Profile Feature



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## Organization

Westbrook Country Club is privately owned by a local family that has invested significant capital with a vision of creating a special experience for families both inside and outside of the Mansfield community. There are 500 memberships, 300 of which are golf members and 200 of which are social members.

Westbrook Country Club boasts a beautiful clubhouse, which is currently being completely renovated, expanded, and remodeled. It also is home to perfectly manicured grounds and an array of amenities offered to members and guests. Members can experience fine dining, club events, and corporate activities, all while making new friends and partnerships along the way.

Westbrook Country Club offers first-class facilities, a swimming pool, and lessons as well as the finest golf course in central Ohio. Westbrook's Clubhouse has a variety of dining areas and event spaces that feature breathtaking panoramic views of the 18-hole golf course designed in the 1920s by Donald Ross. The traditional course features bent grass greens and fairways and has been faithfully restored to the original Donald Ross design. The course is intriguing for golfers of all ages and skill levels. It has been the site of two Ohio Amateurs, PGA Junior Series, and an NCAA Division III Final. Practice facilities include a 300-yard driving range, chipping green, and putting areas.

From the casual to an elegant affair, our club offers the perfect setting for any event. Centrally located between Columbus and Cleveland, Westbrook is the best kept secret in North Central Ohio.

Westbrook Country Club offers an impressive array of events and activities throughout the year, catering to all interests and providing a true sense of belonging among the membership. From holiday celebrations for the entire family to adult-only dinner events, all members are entertained at Westbrook Country Club.

## Renovations

Westbrook Country Club is undergoing an expansive renovation involving a 34,000 square foot new addition to the existing Clubhouse. The new space will be three levels and anticipated to open late spring or early summer of 2024.

The bottom level will be for golf cart and bag storage, employee break room, laundry room, alcohol storage, and elevator access to the floors above. The main floor which will have access from the parking lot will open into a grand lobby overlooking the Donald Ross designed championship golf course. As you turn right from the lobby you will pass the Pro Shop on the way to the locker rooms. From this level you will have access to the patio space and the pool which was renovated in 2021.

Access to the top floor is done from a spiral staircase in the lobby or elevators. Located on the top floor is the 19th hole which will entail two golf simulators, bar, and covered patio seating. There will be a server area and storage for the dining room on the floor with food coming from the kitchen a level below. In addition to the 19th hole there will also be a poker room and fitness center on this level.

Country Club Estate's two facilities are being completed and one building hosts 18 condominium units and the second building will have 11 condominiums and 9 overnight guest rooms.

[Please control click here for a short video.](#)

## Position Overview and Job Description

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The President has clear ownership of the day-to-day operations of Westbrook Country Club, Country Club Estates HOA, and Sky Club Restaurant Airport Operations, while focused on the achievement and maintenance of a strategic business plan for these divisions. Specific emphasis on consistently enhancing an extraordinary lifestyle experience for Westbrook Country Club members and their guests is primary to this role. The President is responsible for managing the entire inventory of critical assets, physical and staff, including Club Operations through the General Manager, Condominium Development, Overnight Lodging, The Condominium HOA, Airport Hospitality Operations, and future project amenities to ensure consistently meeting defined expectations of service execution and delivery to the owners, membership, and residents.

## Essential Functions and Responsibilities

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Act as the clear leader in ensuring the Westbrook Country Club's brand as the premier, private club in the mid-Ohio market (and beyond) is maintained through consistent focus on priorities, goals, and objectives.

- Oversee the execution of all necessary and relevant enhancements to procedures and operational strategies. Directly supervise all project development and construction teams, Club management, and Airport Operations.
- Act as the "face" of Westbrook Country Club and Community to members, staff, and external constituencies, and ensure that the owners and membership's best interest is maintained and enhanced through its Executive Leadership Team.
- Reports directly to the Ownership on all operations and community issues.

- Attend and lead the Club's Advisory Board meetings as required and consistently maintain communication with the Board.
- Provide a positive, upbeat image for the Club and Community by ensuring members enjoy high-touch service, a quality product, and an exciting calendar of events.
- Continually keep the Club and Community fresh, current, and innovative with programming, service, and Club traditions.
- Continually increase member engagement, member participation, and operational sales by business segment.
- Assure that all Club staff understand the importance of the sales-marketing process and the courtship with prospective members, buyers, and residents.
- Assure that a properly implemented system of departmental benchmarks and reports is developed and put in place.
- Ensure that compliance is constantly maintained with Key Performance Indexes (KPI) and operating standards, policies, and procedures.
- Have a clear understanding of the Club and community membership documents, CC&Rs and enforce compliance—liaison with the owner's legal team and the Ownership regarding changes and enforcement issues.
- Manage and maintain communication with Homeowners' Association's departmental leaders.
- Establish with each business segment directors, all annual operating and capital budgets to guide the Club and Community's financial performance.
- Establish budgets for all upcoming projects, locations, and amenities related to the Club and Community as required.
- Establish a monthly review of departmental operating performance, ongoing departmental benchmarks, and other indicators of operating performance.
- Overview of the functionality and accuracy of the Club and Community accounting systems and point-of-sale.
- Monitor and establish accountability for the operating performance of all departments.
- Other duties as needed by ownership.

## Education, Experience, and Other Qualifications

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- College graduate with a Bachelor's degree in Business Administration, or Hospitality Management.
- Minimum of 10 years of significant experience and a preference of at least five years as a President or General Manager / CEO over a club and community, similar in size, private, and a highly regarded premier property. Proven record of strong operational management skills and attention to detail as demonstrated by resume and background references.
- A strong and passionate leader with a proven track record of providing high-level services in multiple facilities and a personality that exemplifies the Westbrook Country Club and Community experience.
- A team builder with a history of attracting, developing, and retaining high-performance staff members and leadership team.
- Excellent, assertive communication and facilitation skills, both written and verbal, with the appropriate personal presence, desire, and ability to interact effectively with members, guests, staff, and vendors who are part of the success of Westbrook Country Club.
- Integrity, visibility, creativity, and energy are of the utmost importance to this membership.
- An intuitive style results in a sincere and visible engaged presence with members, guests, and staff.

## Supervisory Responsibilities

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- Club General Manager
- Chief Financial Officer
- The Condominium HOA / POA Manager
- Others as assigned

## Financial Responsibilities

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- Club and Community P&L Management
- Approve and finalize departmental budgets to be submitted to the Ownership for approval
- Manage Club and Community operations to achieve approved budgets
- Oversight of Membership Dues and Fee Structures
- Others as assigned

## Salary and Benefits

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- The salary is open and commensurate with qualifications and experience.
- The Company will offer continued education.
- The Company will offer an excellent bonus and benefits package.
- The Company will offer a benefits package commensurate with the Club's existing plan.
- Relocation assistance

**Senior Professionals who meet or exceed the established criteria are encouraged to create a meaningful cover letter addressed to Mr. & Mrs. Niss, Owners, and send it along with a current resume to:**



**Ned Welc**  
PRINCIPAL

 [ned@gsiexecutivesearch.com](mailto:ned@gsiexecutivesearch.com)

 440-796-7922

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