

CANDIDATE PROFILE

General Manager
River Hills Country Club
Lake Wylie, South Carolina

www.riverhillsccl.org



The Organization

River Hills Country Club sits at the heart of the 1,000-acre gated River Hills community on the shores of Lake Wylie, South Carolina, just southwest of Charlotte. Established in the early 1970s as part of a Sea Pines Plantation development, the Club has grown into a family-oriented, casually elegant private club known for its natural beauty and strong sense of community.

The centerpiece is an 18-hole championship golf course, designed in 1969 by Willard Byrd, which now has Champion Bermudagrass greens and 419 Bermudagrass fairways. Practice facilities include a driving range, short game area and the Golf Academy.

The Club's USTA award-winning racquet program includes seven Har-Tru clay courts and six pickleball courts, supporting an active racquet sports community. Members also enjoy three swimming pools, a fitness center and full-service formal or casual dining, including several function and gathering options.

RIVER HILLS COUNTRY CLUB DETAILS

- \$6.7MM total revenue, of which \$3.73MM is dues
- 724 total dues-paying members, of which 340 are golf members
- 65% of members live inside the gate, 35% outside
- Nine-member Board of Directors
- Ten member committees

Position Overview

River Hills Country Club is a warm, tight-knit community where members describe the Club as a “second family” — a place where people are known by name and feel genuinely welcome. The next General Manager must be visible, present and relationship-driven, spending time throughout the Club with members and staff. He or she will also interact with committees and the Board of Directors to collectively guide the departments and the operations in a strategic and fiscally responsible manner. The GM will also be asked to demonstrate financial discipline and project-management skills to guide the Club through an important period of infrastructure renewal and reinvestment.

Responsibilities

- Provide visible, hands-on leadership across all Club departments; be present in day-to-day operations
- Set clear performance standards and hold department heads and staff accountable for service and operational quality
- Review employee retention history and prioritize the stabilization of staff
- Participate in the prioritization, funding and sequencing of capital and infrastructure projects
- Serve as a unifying presence across member groups, listening actively and communicating transparently to create an environment of trust
- Partner with the Board and committees on budgeting, forecasting and fee setting
- Balance preservation of the Club’s traditions and informal culture with selective changes, leading toward improved utilization of all spaces
- Review the use of systems and technology to improve utilization of resources and the overall member experience
- Recruit, develop and retain a strong management team; manage compensation, benefits and personnel matters in partnership with the Board

Skills, Background & Personality

- A visible, approachable, relationship-oriented leader who genuinely enjoys being with members and knows them by name
- Strong financial and operational acumen, with a track record of managing capital projects and aging infrastructure
- A natural unifier — able to navigate differing member factions and viewpoints and build consensus without losing decisiveness
- High standards for accountability, with the ability to set expectations and follow through on staff performance
- Demonstrated success with food & beverage operations known for quality and consistency in product and service

- ▶ Clear, transparent communicator, comfortable delivering candid guidance to a Board while still being collaborative
- ▶ Change-management skill — able to modernize thoughtfully without eroding the Club's casual, welcoming culture
- ▶ Even-keeled and steady, comfortable being a leader and known as someone people enjoy working with
- ▶ Warm personality, genuine hospitality instinct and a sense of humor that fits a “second family” culture

Requirements

- ▶ Bachelor's degree in Hospitality/Club Management, Business or related field preferred
- ▶ Minimum 5–7 years as a General Manager/COO or comparable senior leadership role at a member-owned private club
- ▶ Demonstrated experience leading capital projects and infrastructure planning at a club or similar facility
- ▶ Strong leadership background, with experience creating and/or maintaining a high level of member experience in all departments
- ▶ Certified Club Manager (CCM) designation strongly preferred
- ▶ Strong financial acumen — budgeting, forecasting and capital planning experience required
- ▶ Experience managing through organizational change or periods of uncertainty among the membership is a plus

Competitive Compensation

River Hills will offer a salary and bonus program commensurate with the size and scope of the operation.

To Be Considered

To be considered for this outstanding opportunity, all cover letters and résumés should be received by October 10, 2026. All information received will be kept in the strictest confidence.

Professionals who meet or exceed the established criteria are encouraged to send a compelling cover letter addressed to the **Search Committee Chair**, outlining their qualifications, experience, interests and why River Hills Country Club and the Lake Wylie / Charlotte area will be beneficial for you, your family and your career, along with their resume, to:



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