

Candidate Profile

General Manager / COO
Westwood Country Club
St. Louis, Missouri
www.westwood-cc.com



Organization

With a rich history dating back to 1908 and in its present location since 1928, Westwood Country Club is among the top full-service family country clubs in the St. Louis area and the entire Midwest. The Club's 600+ membership and their families enjoy an array of recreational and social amenities on sprawling and scenic grounds in suburban St. Louis. The Club amenities include a highly regarded 18-hole golf course designed by Harold Paddock, another 9-hole par 3 course, 11 red clay and Har-Tru tennis courts, pickleball courts and programming, a swimming pool, and an elegant clubhouse offering a variety of member dining and banquet venues. The Club has developed a Facility Master Plan and a Club project will begin this fall to add dedicated pickleball courts and an outdoor bar and will later embark on a golf course Master Plan.

Westwood is financially healthy and sound with no debt, cash reserves, and a clear strategic vision to carry it forward for many years. The Club's members are among the business and social leaders of the greater St. Louis area. The Club is open year-round and enjoys a full schedule of sports and social events for member families and their guests. Located in the Village of Westwood in St. Louis County, the Club is about 15 miles west of downtown St. Louis, and is a true family community with affordable housing, excellent schools, and rich cultural attractions.

Westwood has a deep heritage and tradition, but also has a progressive and innovative culture. The members greatly value their long tenured staff, most of whom have been at the club for 15+ years.

Position Overview

The new General Manager/COO will be following a beloved GM who is retiring after working her entire career at the Club, the last six as General Manager! The General Manager serves in the capacity of the Chief Operating Officer of Westwood Country Club and will need to be a visible and accessible leader to both the members and staff alike. The General Manager will guide all Club operations under the direction of the Board of Governors. The General Manager will act as the leader, mentor, and liaison between all Department Heads and Committees. He/she will be held accountable for all areas of the Club and will enable the Board to avoid the short-term focus that is the staff's responsibility allowing the Board to focus on proper governance and long-term vision. The Annual Gross Revenues are \$8.5 million with Food and Beverage revenues of \$2.9 million.

Liaison to: All of the Club's Standing Committees and Committee Chairpersons.

Finance Committee
Membership Development Committee
Golf
Tennis/Pickleball Committee
House & Lockers Committee
Pool and Activities Committee

Analytics Committee
Catering Committee
Entertainment Committee
Grounds and Green Committee
Legal Committee
Building Committee

Rules Committee

Direct Reports include:

Head Golf Professional
Assistant General Manager
Clubhouse Manager
Facilities Manager
CFO/Controller

Locker Room Manager
Executive Chef
Golf Course Superintendent
Racquets Professional

Responsibilities

- The oversight of the work of all Department Heads and Managers and in turn the work of their respective staffs. In coordination with Department Heads, the recruitment, hiring, training, supervision, and timely evaluation of all the Club's staff. Compensation and benefits are to be administered consistently and must fall within the guidelines as mandated by the annual budget and Club policy. The General Manager will directly and through Department Heads emphasize a "member first" service culture that ensures member patronage and maximizes the use of the Club's facilities. The General Manager is expected to set the pace for all employees and to actively promote a positive and safe work environment where teamwork and cooperation are emphasized.
- Responsibility for the financial guidance and reporting for all Club operations in accordance with acceptable accounting procedures. Such duties will involve the formulation of the Club's Annual Operating and Capital budgets to be coordinated with the Finance Committee, the Controller, and Department Heads. The General Manager will operate the Club in accordance with the approved budgets and with the CFO report the Club's financial condition to the Board of Governors monthly.
- The active promotion of the Club to all members and their families. The General Manager is expected to interact with members daily, actively soliciting member opinions and input as to the Club's facilities and services. Visibility and accessibility are paramount. The General Manager will respond to member complaints in a timely fashion and report significant issues to the President.
- The positive representation of the Club in the St. Louis Community, assisting as needed in the recruitment, orientation, and retention of new and existing members.
- Other duties as requested by the President and Board of Governors.

Requirements

The General Manager will be the consummate professional, well versed in all facets of Club administration. He or she will have the following skills and attributes:

- A minimum of eight years as a General Manager, Assistant General Manager, or Clubhouse Manager in a comparable private club setting. Candidates will have a working knowledge of all facets of private club operations with a strong emphasis on Food and Beverage, financial management, and strategic planning. Candidates with prior experience in traditional, family-oriented clubs are preferred.

Attributes to include:

- An outgoing and friendly personality with a high potential to identify with and embrace the Club's culture.
- Leadership skills with the ability to motivate a veteran staff with a commitment to quality and excellence.
- Highly energetic; a self-starter with a "hands-on" approach to management.
- Excellent communication skills at all levels.
- A strong sense of service with proven staff development and training skills.
- Attention to detail with a sense of urgency.

- The ability to function in a committee-oriented environment and to respond to the ideas and energies of the Club's Standing Committees. The ability to deal with a variety of personalities.
- The ability to see the big picture but also to have a critical eye for detail.
- A career path marked with a logical progression of title and responsibility, stability of tenure, and accomplishment.
- The reputation as an effective and visible leader, exhibiting maturity, a positive image, and disposition and superior communication and people skills.
- The ability to attract, train, mentor, and retain a talented and cohesive staff. Ability to effectively manage a diverse staff of accomplished and dedicated professionals who have faithfully served the Club for many years.
- A Hospitality, Business Management, or related degree is preferred.
- The CCM designation is preferred.
- Impeccable and verifiable references. All candidates will be subject to a thorough background review and must have an excellent credit record.

Competitive Compensation & Benefits

- A competitive base salary and annual performance bonus.
- Family health insurance in accordance with Club policy.
- Participation in the Club's 401K Plan.
- A full CMAA package to include dues and education expenses; to be determined in each year's operating budget.
- Standard benefits.
- Relocation assistance.

Professionals who meet or exceed the established criteria are encouraged to contact GSI Executive Search:

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