

GENERAL MANAGER/COO PROFILE: GLENMOOR COUNTRY CLUB CHERRY HILLS VILLAGE, CO

GENERAL MANAGER/COO OPPORTUNITY AT GLENMOOR COUNTRY CLUB

Glenmoor Country Club is looking for a highly visible General Manager/COO who will act as the “face” of the club and will be a dynamic and creative leader.

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

GLENMOOR COUNTRY CLUB

Glenmoor Country Club was founded in 1984 and is a member owned club. It is located in Cherry Hills Village, an affluent suburb of Denver. Developed in conjunction with 100 home lots, Glenmoor was originally designed as a Golf Club with a separate men’s and ladies’ grill area. At the heart of the design was the 18 Hole Pete Dye Golf course along with a 46,000-square foot clubhouse, tennis courts, and swimming pools.

In the late 1990’s the club made a deliberate shift to become a family oriented club. In order to accomplish this, the separate grills were replaced with an all-inclusive family grill. Likewise, around this time there was an emphasis placed on developing a family friendly environment by incorporating large family events and developing an array of junior programs. In 1999 the pool was renovated to have a resort style look and the tennis court was replaced with three courts located adjacent to the Half-Way House on the golf course.

In 2008, with the overwhelming support of the membership, Glenmoor underwent an \$8 million interior renovation of the clubhouse to move out of the 80’s and into the modern century. The renovation maximized the existing footprint while adding a children’s activity room, new locker rooms, a fitness room, massage rooms, a display style kitchen, and a spacious banquet level for hosting events of all sizes.

With the new “Colorado Modern” clubhouse in play Glenmoor began attracting dozens of families throughout the Denver area, particularly within the Cherry Creek school district as it positioned itself as the top family oriented country club in the Denver area. As a testament to its success and reputation, in 2011 Glenmoor reached its Golf and Social member capacity of 475 Golf members and 170 Social members for the first time in its history. There is now a three year wait to become a Golf member and a one year wait to become a Social member.

Since the 2008 renovation there have been a number of other smaller capital improvement projects which include resurfacing the tennis courts, adding a poolside cabana grill, adding an outdoor events venue, building a new Half-Way House on the golf course, and updating the entry ways. A renovation of the pool area is planned in 2018.

In 2015 the club became a member of Boardroom Magazine’s Distinguished Emerald Club.

MISSION STATEMENT

"To create an exceptional, family friendly member experience with superior facilities and services"

GLENMOOR COUNTRY CLUB BY THE NUMBERS

- Initiation Fees: \$80K for Golf, \$30K for Social
- Annual Dues: \$6,960 for Golf, \$3,540 for Social
- Number of Members: 475 Golf, 44 Social Awaiting Golf, 170 Social
- Average Age of Member: 55
- Annual Rounds of Golf: 28,000
- Number of Employees: 90

- Gross Volume: \$8.5M
- Annual Dues Volume: \$4M
- F&B Volume: \$2.9M

Glenmoor Country Club Website: www.glenmoorcc.org

GENERAL MANAGER/COO JOB DESCRIPTION (GM/COO)

The General Manager serves in the capacity of Chief Operating Officer of Glenmoor Country Club and implements the policies and bylaws established by the Board of Directors. He/She reports directly to the Club President and the Board of Directors. The GM/COO manages all aspects of the club and is expected to provide quality leadership to his/her team ensuring members enjoy the finest level of service.

The GM/COO is expected to be a highly visible “face” of the club and display excellent communication skills with both members and staff. He/She will participate in select community activities to enhance the prestige of the club.

He/She is responsible for the success of all aspects of the club goals and is expected to devote his/her full time and attention to operations, planning, and staff management. He/She will write policy and rule directives or approve those written by department heads. Additionally, he/she has ultimate authority over inter-departmental matters and will implement policies concerning employee-employer relations.

The GM/COO serves as liaison between all management staff and the Board. He/She is responsible for discussing issues facing the club with the Board and will provide advice and recommendations.

DIRECT REPORTS

- Building Maintenance Superintendent
- Clubhouse Manager
- Controller
- Director of Human Resources
- Executive Chef
- Golf Course Superintendent
- Head Golf Professional
- Membership Marketing Director
- Tennis Director

KEY ATTRIBUTES AND AREAS OF FOCUS

LEADERSHIP

- Act as the “face” of the club
- Supply a natural leadership style that promotes staff and membership engagement
- Act as thought partner with the board and committees
- Provide cultural development through good hiring, training, mentoring, communication, and developing a strong team work ethic
- Direct all department head compensation, benefits, performance, disciplinary, and other significant personnel actions

MEMBER ENGAGEMENT

- Know the members, their families, and their desires
- Supply an exciting calendar of club events and fresh ideas
- Help members and their guests enjoy the facilities and programs of their club
- Assure satisfactory communications between the club members and employees
- Improve service levels in all areas of club operations
- Address and resolve member complaints and suggestions

- Enforce club rules
- Increase club utilization and member engagement
- Develop ongoing dialogue and rapport with club members through recognition and communication

FINANCIAL MANAGEMENT

- Oversee annual operating and capital budgets to manage and control the operations, attaining the desired results
- Monitor monthly budget and other financial statements and take effective corrective action
- Develop long range and annual business plans
- Manage club cash flow

FOOD & BEVERAGE

- Provide members with premier service and menu options in casual and fine dining
- Work to improve member utilization
- Ensure the highest standards

CANDIDATE QUALIFICATIONS

The ideal candidate will either be a successful, highly visible General Manager at a club known for exceptional member experiences or be viewed as a club management “superstar” with a minimum of 5 years of highly successful management in a top tier club.

- The ideal candidate will be highly visible and available to members
- Candidate must be a charismatic, compassionate professional who truly enjoys the hospitality/club environment
- Outgoing and personable with excellent interpersonal skills
- Creative thinker and problem solver
- Detail oriented
- Honest and straightforward communicator
- Possess especially strong communication skills both verbal and written
- Energetic and enthusiastic
- Possess the ability to smoothly transition to a new position
- A positive and intuitive style resulting in a sincere and engaged presence with members, guests and staff
- Proven integrity and dedication
- Committed to professional growth and development, for him/herself and his/her team
- Solid knowledge of every area of club operations
- Proactive team builder who has a history of attracting, developing and retaining a high performance staff
- Strong leadership and strategic planning experience
- An open-minded and creative leader with a strong personal “flair”
- Motivational leadership style
- Proven experience providing “best in class” service levels for members and guests
- Track record of innovative and creative programming
- Experience running successful youth/junior programs
- Strong understanding of superb dining and food and beverage experiences for the club members and guests
- “Hands on” leadership in Food & Beverage
- Demonstrated skills in finance
- Track record of successfully leading and growing club operations to include building revenues, growing membership, controlling costs, and meeting or exceeding planned and budgeted goals and objectives
- Capital improvement project and renovation oversight experience

EDUCATIONAL AND CERTIFICATION QUALIFICATIONS

- Bachelor's Degree from a four-year university or college is highly desirable, preferably in Hospitality Management.
- Track record of progressive career growth and successful experience in managing a premier full-service club.
- Certified Club Manager (CCM) designation is preferred.

SALARY & BENEFITS

Salary is open and commensurate with qualifications and experience. The club offers an excellent bonus and benefit package including CMAA membership.

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.

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

"Last Name, First Name Resume"

"Last Name, First Name Cover Letter"

(These documents should be in Word or PDF format)

Note: Once you complete the application process for this search, you are not able to go back in and add additional documents.

For directions on how to upload your resume and cover letter [visit this page](#).

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

If you have any questions please email Nan Fisher: nan@kkandw.com

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