

ASSISTANT GENERAL MANAGER PROFILE: DES MOINES GOLF & COUNTRY CLUB DES MOINES, IA

ASSISTANT GENERAL MANAGER AT DES MOINES GOLF & COUNTRY CLUB

An exceptional opportunity is available for a candidate with a strong record of leadership and top-quality operations management experience in private clubs, hotels, high-end restaurants, or resorts. Des Moines Golf & Country Club in Des Moines, IA, is seeking an Assistant General Manager (AGM) to join its high-performing team. This role follows a highly successful leader who recently advanced to a prestigious club as General Manager/COO. The ideal candidate will be expected to demonstrate the same level of excellence, positioning themselves for future leadership. Des Moines Golf & Country Club is renowned for its outstanding golf facilities, top-tier food and beverage program, and exceptional work environment.

The initial focus of the role is delivering an exceptional Food and Beverage experience, which is of primary importance to the social fabric and culture of the Club. The ability to be consistently organized and innovative while mentoring departmental leadership is the critical skill set required for success in this position. Also important is the ability to intuitively embrace the need to be visible and highly interactive with members and staff; leadership in this area begins and ends with approachability and accessibility.

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

ABOUT DES MOINES GOLF & COUNTRY CLUB

Greater Des Moines, with a population of 600,000+, is a great place to live and work. It is known as one of the few places where you can truly find a great job and have time to live! With a long history of outstanding business and civic leaders, the area prides itself on having great schools, friendly communities, short commutes, affordable living, and world-class amenities. U.S. News & World Reports ranked Des Moines as the #4 Best Place to Live, and Forbes ranked it as the #5 Best Place for Business and Careers. You can live in Greater Des Moines and have it all.

Founded in 1897, Des Moines Golf & Country Club has a rich tradition, an active calendar and membership, and a bright future. Featuring two 18-hole golf courses and over 1500 members, including a waitlist for golf membership, the Club is considered a jewel in the Midwest. The Club is well known for hosting the 1999 US Senior Open and the 2017 Solheim Cup, both very successful and record-setting events.

Sitting on 475 acres in the growing suburb of West Des Moines, Iowa, DMGCC features two 18-hole Pete Dye-designed golf courses as the centerpiece of the Club. Completely renovated over four years and finished in 2016, the courses remain the only Dye designs in Iowa and one of only a few locations where Pete designed all 36 holes on one site. Other club amenities include a resort-style pool complex, tennis, pickleball, and paddle tennis courts, two golf simulators, and multiple dining and event venues.

The Club's Mission Statement is as follows: "Des Moines Golf & Country Club is a progressive golf and country club committed to continuous improvement. We will provide exceptional quality service and facilities to our members, families, and guests."

DES MOINES GOLF & COUNTRY CLUB BY THE NUMBERS

- \$19M Approximate Total Revenue
- \$9M Approximate Dues Revenue

- 1550 members – all categories
- Initiation Fee - \$30,000
- Annual Dues, capital, and service charge - \$10,380
- Approximate Annual Rounds of Golf – 57,000
- Food and Beverage Approximate Revenue - \$4.5M, 70% a la carte, 30% events and banquets
- FTE Employees – 150, 350 seasonal
- The Club is organized as a 501(c7) and is a for-profit corporation
- 14 Board Members serving 3-year terms
- Average member age - 52

DES MOINES GOLF & COUNTRY CLUB WEBSITE: www.dmgcc.org

ASSISTANT GENERAL MANAGER – POSITION OVERVIEW

The Assistant General Manager is responsible for the general operation of clubhouse functions relating most importantly to food and beverage and will quickly include the Executive Housekeeper, Receptionist Services, Valet, and Locker Room while ensuring that all services exceed members' and guests' expectations. The AGM is responsible for all aspects of the Clubhouse operation in the absence of the General Manager/COO and performs specific tasks as requested. He/she will also assist in the preparation of an annual food and beverage budget. He/she will develop an awareness of the "club culture" and is responsible for the dissemination of hospitality, friendliness, and goodwill among members, guests, and staff. His/her goal is always to help members and guests enjoy the facilities and events of the club. The AGM reports directly to the GM/COO.

INITIAL PRIORITIES OF THE NEW ASSISTANT GENERAL

The new AGM will take on several key responsibilities, with an immediate focus on coordinating food and beverage operations, budgeting, hiring, orientation, coaching, training, inventory control, and creating a culture of teamwork. This role involves ensuring all activities are in line with the Club's policies and governmental regulations. A passion for teaching and training is essential, as the AGM will develop and improve training programs for food service personnel, working alongside managers to achieve operational excellence.

The AGM will maintain a highly visible and respectful presence with members, demonstrating exceptional communication and interpersonal skills to foster a high level of service. They will also actively recruit team members, focusing on building and developing a strong, cohesive team to drive positive member satisfaction. The role includes overseeing orientation and onboarding programs and ensuring continuous professional development for all staff.

This individual will establish standard operating procedures and oversee food and beverage operations to ensure smooth, consistent service, with high levels of member and guest satisfaction. They will monitor staff performance, ensuring high standards of appearance, hospitality, and cleanliness. Additionally, the AGM will be responsible for managing the point-of-sale system, reconciling member revenues, and developing marketing programs to increase participation in dining and banquet activities.

The role requires a focus on financial goals, including developing and monitoring plans and budgets, and ensuring that all operational areas adhere to health, safety, and alcohol consumption regulations. The AGM will manage alcoholic beverage inventories, monitor payroll, and labor resources, and adjust staffing as necessary to align with financial forecasts.

Collaboration with the Executive Chef is critical to ensure strong communication between kitchen and front-of-house staff. The AGM will provide clear expectations to associates, ensuring tasks are well-conceived and resources are available for effective job performance. They will establish and uphold service standards, ensuring staff adherence to dress and decorum expectations and maintaining a "member-ready" appearance throughout the operation. Finally, the AGM will foster a positive work environment by involving associates in decision-making processes, ensuring efficient staffing, and balancing financial and member satisfaction goals.

CANDIDATE QUALIFICATIONS

The ideal candidate is a passionate and experienced leader with a strong background in food and beverage management and a proven track record of delivering premier hospitality services. They will have demonstrated success in leading and growing dynamic food and beverage programs, including managing clubhouse operations, increasing revenues, controlling costs, and achieving financial goals. The candidate should be adept at establishing priorities, managing time effectively, and holding themselves accountable for the execution of plans.

This individual is a relationship-driven leader who can navigate various perspectives to find mutually beneficial solutions. They possess in-depth knowledge of wine, beer, spirits, and multi-dimensional à la carte dining services, along with expertise in catering sales and banquets. The candidate is highly motivated and confident in their abilities, yet humble, with a professional demeanor, integrity, and a strong work ethic. They thrive in a fast-paced, high-energy environment and have a history of developing successful associates and direct reports.

With an understanding of golf and court sports and the traditions of the games, the candidate brings a proactive and confident approach to team building. They have a sincere and engaging presence with members, guests, and staff, and can attract, develop, and retain high-performance teams. The candidate also understands what constitutes a premier club experience and has the ability to execute at that level.

A seasoned professional with a career track record of food and beverage success, the candidate has leadership qualities that enable them to manage all facets of club operations. They are proficient in Microsoft Office and possess the financial acumen to understand and manage budgets effectively. With a strong commitment to quality, the candidate ensures that every aspect of the clubhouse operation, from staff performance to customer service, meets high standards.

The ideal candidate is knowledgeable about human resources practices, including wage and hour laws, employment regulations, and employee benefits, and has excellent communication skills. They are comfortable speaking to diverse groups, whether addressing staff or interacting with members and guests, and recognize the importance of visibility and communication in a premier club setting.

EDUCATIONAL AND CERTIFICATION QUALIFICATIONS

- A bachelor's degree is preferred, with a focus on Hospitality Management.
- Substantial private club or hospitality experience will be considered in lieu of the degree.

EMPLOYMENT ELIGIBILITY VERIFICATION

In compliance with federal law, all hired employees must verify their identity and eligibility to work in the United States and complete the required employment eligibility verification form upon hire.

SALARY AND BENEFITS

Salary is open and commensurate with qualifications and experience. The Club offers an excellent bonus and benefits package, including association membership.

INSTRUCTIONS ON HOW TO APPLY

Please upload your resume and cover letter in the order listed using the link below. When prompted for them during the online application process, you should have your documents fully prepared to attach. Please be sure your image is not on your resume or cover letter; it should be used on your LinkedIn Profile.

Prepare a thoughtful cover letter addressed to the **General Manager/COO, Matt Ruehling, CCM, PGA**. Clearly articulate your alignment with this role, why you want to be considered for this position at this stage of your career, and why DMGCC and the Des Moines, IA area will benefit you, your family, your career, and the Club if selected.

You must apply for this role as soon as possible but no later than Friday, June 13, 2025. Candidate selections will occur in late June, with the first Interviews expected in early July 2025 and the second interviews a short time later. The successful candidate should assume their role in September 2025.

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

“Last Name, First Name - Resume” &

“Last Name, First Name - Cover Letter – DES MOINES”

(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.

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

If you have any questions, please email Alice Stevens: alice@kkandw.com

Lead Search Executive:

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