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GENERAL MANAGER PROFILE: GREENBRIAR HILLS COUNTRY CLUB KIRKWOOD, MO

GENERAL MANAGER AT GREENBRIAR HILLS COUNTRY CLUB

Greenbriar Hills Country Club is looking for a visible, energetic, and personable General Manager (GM) who will act as the “face of the Club” and as a “thought partner” with the Board of Directors. He/she will be a transparent leader, mentor, and a hands-on team and consensus builder for a team of well-respected department heads. The Club is seeking a GM who demonstrates a leadership style that promotes a culture which is focused on offering members an exceptional golf, racquets, swim and dining experience, and anticipating member expectations in every way.

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

GREENBRIAR HILLS COUNTRY CLUB

Greenbriar Hills Country Club, established in 1937, is a private, not-for-profit, family-oriented club that prioritizes exceptional service for its members. Initially founded as Osage Country Club in 1927, the club has been a central feature of the affluent Osage Hills community. The club boasts a beautifully maintained 18-hole golf course designed by Charles D. Wagstaff, spanning 6,401 hilly yards, offering a scenic yet challenging experience for golfers of all abilities.

In addition to golf, Greenbriar Hills offers four har-tru clay tennis courts, four state-of-the-art pickleball courts, and a comprehensive racquet sports program. The club’s certified professionals provide lessons and organize interclub matches for both adults and juniors. The club's pool is another key attraction, complete with a championship swim team, children's facilities, and private party options.

Members can enjoy dining in six different areas, with a ballroom that accommodates up to 260 guests, making it ideal for weddings and special events. The club hosts 25 major social events annually and provides top-tier food and beverage options. Greenbriar Hills remains committed to accessibility with ADA compliance, while ongoing expansions ensure the club stays modern and relevant to the needs of its members.

GREENBRIAR HILLS COUNTRY CLUB BY THE NUMBERS

- Gross Volume: \$13M
- Annual Dues Volume: \$3.7M
- Number of Members: 315 Resident, 46 Senior, 45 Intermediate, 86 Social, Other 30
- Initiation Fees: \$40,000
- Annual Dues: \$8,550
- F&B Volume: \$2.7M (73% a la carte, 27% catering)
- Minimum: \$325/quarter
- Average Age of Member: 57
- Number of Employees: 56 Full Time, 65 Part Time
- Gross Payroll: \$4.15M
- Annual Rounds: 25,000
- Taxable Status: 501c7
- Board: 15 members, 4-year terms

GREENBRIAR HILLS COUNTRY CLUB WEBSITE: www.greenbriarcc.com

GENERAL MANAGER JOB DESCRIPTION

The General Manager serves as chief operating officer of the club: Manages all aspects of the club including its activities and the relationships between the club and its Board of Directors, members, guests, employees, community, government, and industry. Monitors the quality of the club's services and ensures maximum member and guest satisfaction. Coordinates and administers the club's policies as defined by its Board of Directors. Attracts, develops, and retains a talented staff of employees. Develops operating policies and procedures and directs the work of all department managers. Implements and monitors the budget; secures and protects the club's assets, including facilities and equipment.

He/she is expected to be an energetic and visible "face" for the Club and will work to provide a sense of community with both members and staff. The GM is responsible for the success of all aspects of the Clubs goals and is expected to devote his/her full time and attention to operations, planning, and staff management. He/she is responsible for discussing issues facing the Club with the Board of Directors and is expected to provide thoughtful advice and recommendations.

DIRECT REPORTS

- Clubhouse Manager
- Controller
- Director of Golf
- Executive Chef
- Golf Course Superintendent
- Membership Director

STANDING COMMITTEES

- Bylaws
- Communications
- Entertainment
- Facilities
- Finance
- Golf
- Greens
- House
- HR/Risk Management
- Ladies Golf
- Long Range Plan
- Membership
- Swim
- Tennis

KEY ATTRIBUTES AND AREAS OF FOCUS

TEAM LEADERSHIP

- Establish an open, collaborative leadership and management environment
- Provide clear leadership objectives
- Ensure that department heads are aware of appropriate Board concerns
- Hold relevant and timely staff meetings

BOARD & COMMITTEE RELATIONS

- Be a transparent and open communicator
- Active participant at Board and Club Committee meetings to set policies & strategies in partnership with the Board of Directors

MEMBER ENGAGEMENT

- Ensure that member satisfaction is always the first priority
- Visible interaction with the membership
- Know the members & their desires
- Assure that members enjoy the facilities & programs of their Club
- Increase Club utilization & member engagement
- Supply an exciting & creative calendar of Club events

COMMUNICATION

- Transparent communication style
- Experienced in using contemporary media
- Provide verbal & written communications of information to members & staff

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 an up-and-coming club management “superstar” with a minimum of 5 years of highly successful management in a top tier club.

- Visionary
- Frank & honest communicator
- Possess especially strong communication skills both verbal & written
- Candidate must be a charismatic, compassionate professional who truly enjoys the hospitality/club environment
- Outgoing & personable with excellent interpersonal skills
- Energetic & passionate
- Strong understanding of superb food & beverage experiences for Members & guests
- Act as a consensus builder
- Creative thinker, critical thinker & problem solver
- Creative ability to attract and retain members to the club
- Strategic thinker
- Strategic planning experience
- Experience overseeing capital projects
- Effective financial management skills
- Track record of innovative & creative programming
- Experience in Membership marketing
- A creative ability to attract & retain members to the club
- The ideal candidate will be highly visible & available to Members
- Proven experience providing “best in class” service levels for Members & guests
- Ability & desire to engage proactively with Members & staff in a manner that drives high levels of engagement, excitement, & enthusiasm
- Experienced in representing the Club in the community
- Experience acting as a thought partner with the Board
- Team builder with experience training, guiding, & maintaining staff
- Understanding of Golf Operations and Golf Course Maintenance
- Strong leadership experience
- Ability to consistently define & achieve goals & objectives
- A team-centric professional who will create an environment where the staff looks forward to coming to work; an employer of choice
- Proven & verifiable leadership qualities with demonstrated ability to direct, coordinate, & control
- A career track that demonstrates a record of tenure & commitment to previous employers, & that career moves were for enhancement of skills & experiences

EDUCATIONAL AND CERTIFICATION QUALIFICATIONS

- Bachelor's Degree from a four-year university or college is highly desirable, preferably in Hospitality Management, Business or a similar field
- In lieu of the degree, substantial private club or hospitality experience will be considered
- A certified Club Manager (CCM) designation is preferred but not a requirement.

EMPLOYMENT ELIGIBILITY VERIFICATION

In compliance with federal law, all persons hired will be required to verify identity and eligibility to work in the United States and to 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 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. Please be sure your image is not present on your resume or cover letter; that should be used on your LinkedIn Profile.

Prepare a thoughtful cover letter addressed to the **Greenbriar Hills Country Club Search Committee/Mr. Matt Kramer, Board Member**. Clearly articulate your alignment with this role, why you want to be considered for this position at this stage of your career, and why GHCC and the Kirkwood 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 Thursday, November 14, 2024. Candidate selections will occur on Friday, November 22, 2024, with the first Interviews expected on Monday, December 9, 2024, and the second interviews a short time later. The new candidate should assume his/her role in late February of 2025.

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

"Last Name, First Name Resume"

"Last Name, First Name Cover Letter Greenbriar Hills Country Club"

(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 Katy Eliades: katy@kkandw.com

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