

GENERAL MANAGER PROFILE: MINNEHAHA COUNTRY CLUB SIOUX FALLS, SD

THE GENERAL MANAGER (GM) OPPORTUNITY AT MINNEHAHA COUNTRY CLUB (MCC)

Minnehaha Country Club is looking for a highly visible, engaging General Manager with strong leadership skills who has a proven background as a member centric, quality oriented, enthusiastic leader with a transparent management style and excellent follow-through capabilities with the members, staff, and Board of Directors. The best candidate will have extensive experience in member engagement across all generations with the ability to understand the current and future trends and innovations in the industry. A successful candidate will possess solid business and financial skills. This person will be adept in leading the Board, committees and management team while being a true strategic “thought partner” for the Club. One of the main strategic goals for this person is to help lead Minnehaha Country Club from being a very good Club into an extraordinary Club that regularly provides a first-class experience for the members and guests.

The current General Manager, Ted Thie, is scheduled to retire this year after an illustrious 18-year career. With "big shoes to fill," this search is being conducted to find an outstanding General Manager to lead the Club into the next chapter of their exciting future.

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

MINNEHAHA COUNTRY CLUB (MCC)

Minnehaha Country Club, founded in 1905, is one of the premiere clubs in the Midwest. MCC is a traditional, family oriented private club whose focus is to consistently provide exceptional service to all Minnehaha members and guests. Their objective is to ensure continuous improvement in providing excellent well-maintained facilities featuring quality golf, tennis, fitness, swimming, superb dining venues and a variety of family programs and social events; all for the benefit and camaraderie of their members in a home away from home atmosphere. The Club is the host of a PGA Champions Tour event, the Sanford International, held on September 7-13, 2020. Prior winners of the event include Rocco Mediate in 2019 and Steve Stricker in 2018.

In 2018, the Club embarked on a large expansion and renovation of the clubhouse, originally built in 1965. The result of the \$8M project is exceptional, with new member areas, extensive outdoor venues and a completely improved and updated infrastructure.

Sioux Falls, a metro area of 290,000, has consistently made “best of” lists for best cities to raise a family, best cities to buy a house, cities with the lowest cost of living and best cities in which to live. The city offers many of the amenities of a big city with all of the charm of a small town. South Dakotans are known for being friendly and the residents of Sioux Falls exemplify that.

MISSION STATEMENT

We are a private country club existing for the benefit of our members, their families, and guests, for whom we provide the highest quality golf course, dining and recreational facilities.

MINNEHAHA COUNTRY CLUB BY THE NUMBERS

- At present, there are approximately 700 members in all categories
- 65,000 square foot clubhouse (17,200 square feet added from the 2018 expansion)
- \$8.0M clubhouse renovation and expansion in 2018
- \$25,000 Initiation fee

- \$5,901 Annual dues
- Approximately \$7.6M Gross revenues from all sources
- \$3.8M Dues volume
- \$2.8M F&B volume
- 81 Employees (FTE)
- Approximately 13,000 rounds of golf played annually
- 5 Board Members | 5-year terms
- Average age of members: 47

MINNEHAHA COUNTRY CLUB WEB SITE: minnehahacc.com

GM POSITION OVERVIEW

The GM has full responsibility for all aspects of operations at Minnehaha Country Club, effectively managing all resources and reporting to the Board of Directors and Club President, and expected to be the embodiment of an “exceptional member-centric experience.” The GM will lead the management team, be representative of modern management “best service” practices, and indirectly supervise all employees of the Club while intuitively promoting a positive, engaging and highly competent service culture in all operations.

He/she is expected be an interactive “thought partner” with the Board and Committees, working closely with both groups as they collectively make decisions and set strategic direction for the long-term well-being of the membership. Like many clubs, MCC has many new, younger members with families; and the balance of tradition with relevance to today’s member needs and expectations, is a critical success factor.

The successful new GM at MCC will need to have especially strong skills in mentoring, setting expectations and holding accountable all senior staff members and meaningfully engaged and well-regarded employees. The Club membership has a high regard for its staff, but recognizes that the enhanced continuance of an energized, well-trained, committed team is critical for continued success. *A sincerely engaged, personally invested, instinctual style is particularly important for one’s success at MCC.*

The GM at MCC supervises the Food and Beverage Director, Controller, Executive Chef, Golf Professional (Director of Golf), Golf Course Superintendent, Tennis Professional, Building Engineer, Catering and Sales Director, and Pool Director.

It is critical that the candidate understands the local market and economy. The candidate must be comfortable and competent being an integral and proactive part of developing relationships that lead to membership interest and retention. The candidate must be effective in orienting new members so their initial experience with MCC results in consistent use of the Club.

The GM should have experience successfully and innovatively dealing with the challenging labor market, by positioning the Club as an employer of choice, and the ability to maintain a fully staffed organization.

Additionally, the new GM must be a professional and highly respectful in his/her personal style, demeanor and presence; and someone who recognizes and is comfortable interacting with all demographics of members, staff and other constituents who contribute to the success of the Club. He/she must be able to clearly and intuitively “walk the talk,” exemplifying how to perpetuate a true premier “Member Experience” and “driving excellence” that is commensurate with one of the top family-oriented country clubs in the Midwest.

KEY ATTRIBUTES AND AREAS OF FOCUS

- A natural leadership style that promotes membership and staff engagement through continual visibility as the face of the Club
- Superior communication skills, exuding energy, confidence and creativity while staying current with emerging trends in the club industry
- The ability and patience to observe, listen, and ask questions to learn about the culture and heritage of Minnehaha Country Club and make decisions consistent with the mission and vision

- The ability to further develop MCC's first-class Club culture by getting to know the talented department heads and fostering an inclusive team atmosphere and cross departmental exposure so that all Club employees operate under standard operating procedures and work toward shared achievable goals
- Discipline in successfully managing and achieving team goals and objectives through consistent hiring, orientation, training, communication, and performance management
- Effective financial management skills and ability to work with department heads and the Board to prepare a timely and accurate annual budget with attention to strategic planning
- Ability to act as a thought partner with the Board and Committees and to develop onboarding programs to build a strong Board and Committee engagement
- Experience in developing successful innovative programming addressing all member demographics
- Attentiveness to first-class member services and satisfaction while also helping to attract new members
- Strong understanding of how to provide superb dining and other food and beverage experiences

DESIRED CANDIDATE QUALIFICATIONS

- Significant progressive management experience in a well-regarded private club or similar hospitality environment, preferably with at least five years in a top executive role. The Club will also consider well-regarded and mentored Assistant General Managers with strong and verifiable experience in leading a dynamic, progressive, "family-centric" club environment with significant recreational and social activities and amenities.
- The new GM should be motivated and energetic and able to project that enthusiasm to management and staff; someone that is not afraid and provides an open line of communication and who supports his/her department heads, while also advocating for their success. He/She should be a masterful conductor when it comes to creating and executing a seamless and harmonious experience across all aspects of MCC.
- Especially strong financial acumen, budgeting, and presentation skills, along with an intuitive "ROI" mindset, being able to effectively communicate the vision and strategies behind the numbers.
- A visible, hard-working leader that brings ideas to the table and who can express those ideas thoughtfully and easily to team members.
- Strong overall communications skills in both verbal and written form, as well as in listening. Further to this attribute is the ability to communicate in multiple media forms, and to recognize when and how such communication is most effective and presented.
- Must be a visionary and mission oriented; anticipating how the Club continues to evolve is important, as is being actively networked in the industry to the point of being on the forefront of trends in clubs. He/She should be able to project and steer the Club in appropriate and relevant directions for the benefit of the membership.
- Possessive of solid and verifiable successes in F & B operations, including the proven ability to inspire, train, and set standards; is creative and innovative, having oversight of a top tier F & B operation, as well as excellent working knowledge of all other key recreational, programming and activity amenities and their relevancy in the industry.
- A true appreciation of golf, its history and how to deliver an exceptional experience to members and guests.
- A verifiable history of success in working in a volunteer, member-owned organization, appreciating the need to gain consensus and buy-in to well-conceived, majority interest objectives benefiting the long-term well-being of the organization.
- Having proven and demonstrable success in a strong committee culture is necessary.

The Club is strongly interested in the best candidates, regardless of where they currently live, so long as they are a "good fit for a wonderful Midwestern club and community." The key attributes, as outlined above, include the proven ability to continue to elevate services, programming, and execution of a well-defined mission.

The role of GM at Minnehaha Country Club should be attractive to those qualified candidates seeking a stable, long-term commitment in a community with outstanding schools and quality of life. For the right individual with passion, enthusiasm, and consistently enhanced skill sets, MCC can be a pinnacle of one's career!

EDUCATIONAL AND CERTIFICATION QUALIFICATIONS

- A Bachelor's Degree from a four-year university or college, preferably in Hospitality Management

- In lieu of the degree, substantial private club or hospitality experience will be fairly considered
- Certified Club Manager (CCM) designation preferred

SALARY & BENEFITS

Salary is open and commensurate with qualifications and experience befitting a club the stature and significance of Minnehaha Country Club. The Club, along with the typical CMAA benefits, offers an excellent benefit and bonus package.

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 during the online application process.

Preparing a thoughtful letter of interest and alignment with the above noted expectations and requirements is necessary. Your letter should be **addressed to Ms. Susie Patrick, Search Chairman**, and clearly articulate why you want to be considered for this position at this stage of your career and why MCC and the Sioux Falls area will be beneficial to both you and the Club if selected.

Expressions of interest in this manner should be conveyed to our Firm no later than midnight on Sunday, June 14, 2020. Interviews will occur in early July.

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 and add additional documents.

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

If you have any questions, please email Holly Weiss at: holly@kkandw.com

Lead Search Executives:

Armen Suny
Search Executive, KOPPLIN KUEBLER & WALLACE
303-570-2741
armen@kkandw.com

Thomas B. Wallace III, CCM, CCE, ECM
Partner, KOPPLIN KUEBLER & WALLACE
412-670-2021
tom@kkandw.com
www.kkandw.com