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GENERAL MANAGER PROFILE: THE CLUB AT OLDE STONE BOWLING GREEN, KY

THE GENERAL MANAGER OPPORTUNITY AT THE CLUB AT OLDE STONE

The Club at Olde Stone, a private premier golf club and residential community located in Bowling Green, KY is searching for a General Manager who embodies and demonstrates a management/leadership style that promotes a culture with an emphasis on team development, organizational consistency, process and procedure development and financial management skills while maintaining the highest levels of service for all club services and ensuring high levels of member satisfaction and retention.

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

THE CLUB AT OLDE STONE

In October of 2000 Owner and developer Jim Scott set out to build a private golf community with a championship golf course to rival the best in the country. He hired famed golf course architect Arthur Hills to design the very best golf course in the State of Kentucky and immediate region- one that would be recognized as the ultimate test for the very best golfers. From that point forward, everything Olde Stone has done has been centered on delivering that goal. In 2006, The Club at Olde Stone opened to rave reviews, many comparing or even besting other hallmark venues such as Valhalla in Louisville and The Honors Club in Chattanooga.

“This is a wonderful inland site for a golf course...one of the absolute best that we’ve worked on,” said designer, Arthur Hills. Upon completion of The Club at Olde Stone, Mr. Hills remarked that it was “truly a world class facility.” The 7,372- yard course continues to be lauded by many as the best in Kentucky and has seen such events as the Junior Ryder Cup, the 112th Southern Amateur Championship and NCAA Regional qualifier. The course is proving itself as an ideal venue to test the very best golfers in the world.

Surrounded by an expanse of lush green rolling fairways, outdoor terraces and flowering gardens, the Golf House and neighborhoods in Olde Stone are connected by a series of sidewalks that meander along Drakes Creek and through parks and green space. Olde Stone is made for families who love the outdoors. Neighborhood gardens and many wide-open spaces are all designed to lure neighbors out of their homes and into the community.

In addition to the world class golf course, The Club at Olde Stone offers superb recreational and entertainment facilities for the whole family that include four Har-Tru tennis courts, pickleball courts, basketball courts, a large resort-style swimming pool and a complete Fitness Center. Olde Stone golfers also enjoy a state-of-the-art indoor learning center, offering heated tee space and swing analysis technology.

The Club at Olde Stone features a spectacular clubhouse, inviting and warm, a place to relax and meet up with friends, old and new. The Club at Olde Stone offers southern grace, classic elegance, celebrated cuisine and impeccable service, all in an extraordinary setting. In addition to casual and formal clubhouse dining areas, the patio offers beautiful course views. The club is also an ideal setting for hosting meetings and is a stunning wedding venue.

The Inn at Olde Stone offers 12 lodge style suites available for rent. Visitors renting the suites at Olde Stone will have complete access to this nationally recognized golf course and dining facility.

THE CLUB AT OLDE STONE BY THE NUMBERS:

- 300 Golf members, 140 Social Members
- 11,000 Rounds of golf; not including the 9-hole Par 3 course that opened in September 2019
- \$12,500 Initiation fee invitational golf, \$1,500 junior social
- All lot Owners must be either a Club social member or a Club golf member, however you do not have to own property to be a member.
- \$4.3M Gross volume
- \$2.6M Annual dues volume
- \$987K F&B volume
- \$2.2M Gross payroll
- 55 off season employees, 80 in-season employees
- 52 Average age of members

THE CLUB AT OLDE STONE WEB SITE: www.olde-stone.com

GENERAL MANAGER JOB DESCRIPTION

The General Manager (GM) is responsible for supporting the mission and vision of The Club at Olde Stone. This executive has operational management authority over the daily operations of the club, as well as establishing short and long term organizational goals, objectives, plans, and policies subject to approval of Jim Scott, the Owner of The Club at Olde Stone, or his designated representative. The General Manager represents and serves the membership of The Club at Olde Stone.

He/she is responsible for the financial and operational stability of the club and other external activities. Duties include direction setting, management of staff and all workforce issues as directed by the Owner, or his designated representative, including the focus on maintaining quality facilities, safety, services, and programs throughout all social and recreational offerings.

The GM reports directly to Mr. Scott, or his designated representative, and is responsible for carrying out the Club's policies and vision.

The GM is responsible for ensuring that the organization follows all state and federal regulations governing the operation of private clubs. The GM is expected to operate the Club as a first-class organization relative to all stakeholders, the current membership and the employees. In addition, she/he is the Owner's liaison to the staff of the Club and, as such, allows the Owner to focus on longer-term strategic issues and avoid short-term operational issues, which are the staff's responsibility.

The GM will work closely with the Owner, or his designated representative, to develop his agenda and to make certain that he has the appropriate reports and financial information he needs to monitor club operations, to understand its financial position, and plan for future club needs. The GM will provide administrative and financial direction, will review adherence to operational goals, and the GM will be available for managerial counsel on all matters. The GM will work closely with the Owner, or his designated representative, and the various department heads to ensure that the primary goal, a high level of membership satisfaction among the many constituencies, is achieved.

The GM is responsible for executing the Owner's vision for the club and communicates recommendations regarding club operations and policies. The GM informs the Owner, or his designated representative, about important matters by providing pertinent information and investigating more efficient operating procedures with new club activities. He/she will also complete all responsibilities and duties as prescribed in the club bylaws and will perform other duties as directed by the Owner, or his designated representative.

The GM will play a critically important role in maintaining and enhancing the spirit and culture of the Club, its membership and its employees.

He/she will be a visible, warm and welcoming person who will be personally involved, on a regular basis, in the front of the house; both in terms of setting the tone and the training of employees and in being personally present at events, both big and small. The GM must understand and enhance the intangibles that make Olde Stone a unique environment in the world of private golf clubs.

The GM has all club department heads reporting to him/her, including Director of Golf, Golf Course Superintendent and Clubhouse Manager. The GM will assume or delegate these duties and responsibilities if the department head is absent or disabled.

PRIMARY RESPONSIBILITIES OF THE GM:

- Establishing a strong, collaborative relationship with the Owner, and his designated representative, and staff that is built on trust and transparency along with open communications.
- In conjunction with the Owner, or his designated representative, developing the strategy, objectives and operating plans for the club.
- Planning, directing, coordinating, and evaluating all activities of the club in order to ensure that it effectively carries out the Owner's objectives in the areas of House, Golf, Finance, Membership, and Legal, as well as other areas the Owner, or his designated representative, shall deem desirable.
- Delivering first-class dining restaurant experiences. Ensuring the existence of high-quality cuisine, the offering of chef driven foods and top shelf wines, liquors and spirits, while ensuring superior hospitality, ambiance and service commensurate with a topflight club experience.
- Continuing and building upon the positive member experience, culture, philosophy, and programs to maintain The Club at Olde Stone's long-standing positive reputation in the region.
- Must be comfortable and competent being an integral and proactive part of developing relationships that lead to membership interest and/or business opportunities and is effective in orienting new members so their initial experience with Olde Stone results in constant use of the Club.
- Is a catalyst for identifying new programs/services and enhancing current ones for members and their guests to increase club usage, member satisfaction, and member retention.
- Ensuring appropriate executive management practices to maintain fiscal responsibility and stability for the club, which includes the design, implementation, and function of effective financial planning that includes the preparation of annual budgets and control procedures.
- Establish and monitor compliance with purchasing policies and procedures.
- Oversee the care and maintenance of all the Club's physical assets and facilities.
- Coordinates work of all outside contractors.
- Analyze financial statements, manage cash flow and establish controls to safeguard funds.
- Review income and costs relative to goals and take corrective action as necessary.
- Seeking and capitalizing on opportunities for improving the club's present services to its members and their guests as it relates to presenting them against the region's competitive marketplace.
- Directing, communicating and overseeing the growth and development of the staff and workforce in all departments, and maintaining a working knowledge and compliance of applicable federal, state and local laws and regulations, as well as other policies and procedures in order to ensure adherence in a manner that reflects honest, ethical, diverse, and professional behaviors.
- Maintaining disaster and emergency plans and systems and ensuring that club personnel are trained and rehearsed in correct disaster and emergency procedures.
- Be a "Visionary." Ensure The Club at Olde Stone is constantly evolving, and the GM must have the ability to blend changes that are required by the progressing and balancing of needs of the new and younger members.
- Must possess excellent intuition and interpersonal skills and be confident in trusting their instincts
- Attending educational meetings and annual conference of the Club Managers Association of America (CMAA).

KEY ATTRIBUTES, SKILLS AND AREAS OF FOCUS

The successful General Manager will demonstrate:

- A natural leadership style that promotes staff and membership engagement.
- Ability to act as a “courageous thought partner” with the Owner and his designated representative. Ability to build strong relationships while working to create a strong bond and communication exchange of diplomatic openness.
- Superior communication skills, exuding energy and creativity. Capable of building relationships with the members, the Owner, and all staff. Able to reach out to the community and represent Olde Stone at other local groups and regional clubs.
- Strong understanding of superb dining features and other food and beverage experiences that can be presented for the club members and guests.
- Effective financial management skills through development and oversight of the annual operating budget.
- Continual visibility to members and staff as the face of the club.
- Strong leadership and strategic planning experience.
- Developing a strong team culture through good hiring, training and consistent communication.
- *Developing Direct Reports and Others*: provides challenging and stretching tasks and assignments for personal/professional growth; holds frequent development discussions and follows through appropriately; is aware of a person’s career goals; constructs compelling development plans and executes them effectively; pushes people to accept developmental moves; will mentor those who need help and further development; cooperates with developmental system within the organization; is a people builder and “multiplier.”
- *Charisma*: possesses a seasoned, sound, savvy executive presence and magnetic leadership style.
- *Action Oriented*: enjoys working hard; is action oriented and full of energy for the things he/she sees as challenging; seizes more opportunities than others.
- *Change Management*: recognizes changing trends in the environment. Harnesses ongoing and updated tools to build organizational capacity and reliability. Engages staff and workforce through timely communication of priorities and can make the right tradeoffs. Inspires the right amount of urgency to move the organization toward continuing progress and new outcomes.
- *Decision Quality*: makes good timely decisions; based upon a mixture of analysis, wisdom, experience and judgment; most of his/her solutions and suggestions turn out to be correct and accurate when evaluated over time; always sought out by others for advice and solutions.
- *Execution*: continually achieves desired results; establishes clear goals, objectives and timelines for the team; holds self and team accountable; inspires a commitment to tasks and knows how to get things done; gets whole team aligned when necessary and knows how to “close the deal.”
- *Innovation and Creativity*: is good at bringing the creative ideas of others to market; has good judgment and insight about what new things and suggestions will work; can facilitate team brainstorming; can project how potential ideas may play out to the club’s advantage.
- *Integrity*: establishes and maintains the club’s core values and guiding principles; works extensively on his/her trust building skills toward creating confidences; is genuine and authentic and capable of ‘straight talk’ communications at all times; is the consummate ambassador for the club in all settings; is a credible leader while maintaining the right ‘service quotient’ to the membership.
- *Listening*: practices attentiveness and active listening; has the patience to hear people out; can accurately restate the opinions of others even when he/she disagrees.
- *Member Focus*: is dedicated to meeting the expectations and requirements of the members and their guests; gets first-hand member information and uses it for improvements in products, programs and services; always acts with the members in mind; establishes and maintains effective relationships with members and gains their trust and respect.
- *Community commitment*: recognizing that Olde Stone is intended to be, and is, a significant enhancement to the community, will engage in activities that promote the interests of Olde Stone in the community.
- *Patience*: is tolerant with people and processes; listens and checks before acting; tries to understand the people and the data before making decision and acting; waits for others to catch up before acting; sensitive to due process and proper pacing; and follows established process.
- *Time Management*: uses his/her time effectively and efficiently; values time; concentrates his/her efforts on the more important priorities; gets more done in less time than others; can attend to a broader range of activities.

CANDIDATE QUALIFICATIONS

- A minimum of 5-7 years of verifiable, progressive leadership and management experience in an active, private member focused club environment. NOTE: Those current Assistant General Managers or Club Managers at well-recognized clubs, with verifiable records of achievement, will be considered for this role.
- A verifiable career track that demonstrates a record of tenure and commitment to previous employers, and that career moves were for enhancement of skills and experiences as opposed to 'unplanned' career changes.
- Strong general leadership skills with verifiable strengths in team development, financial performance, diverse recreational amenity management (golf, tennis, family activities and others are especially desirable), quality food and beverage programming, exceptional member/guest service programming, strategic planning, project management, and most importantly the ability to consistently define and achieve goals and objectives.

EDUCATIONAL AND CERTIFICATION QUALIFICATIONS

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

SALARY & BENEFITS

Salary is open and commensurate with qualifications and experience. The club, along with the typical CMAA benefits, offers an excellent bonus and benefit 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 for them during the online application process.

Your letter should be addressed to Mr. Jim Scott, The Club at Olde Stone, 950 Village Way

Bowling Green, KY 42103. Clearly articulate why you want to be considered for this position at this stage of your career and why Olde Stone and the Bowling Green area will likely be a "fit" to you, your family and the Club if selected.

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.

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

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

Lead Search Executive:

Sam Lindsley

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