

GENERAL MANAGER/CHIEF OPERATING OFFICER PROFILE: BISHOPS BAY COUNTRY CLUB MIDDLETON, WI

GENERAL MANAGER/CHIEF OPERATING OFFICER AT BISHOPS BAY COUNTRY CLUB

Bishops Bay Country Club in Middleton, WI, is seeking a positive, energetic, and highly capable professional to lead this exceptional club as the General Manager/Chief Operating Officer. The ideal candidate will have strong financial acumen with the ability to analyze budgets and financial statements. The GM/COO will be responsible for leading daily operations to ensure exceptional service and member satisfaction while developing and implementing strategic plans that align with the club's mission. Effective communication and interpersonal skills are crucial for engaging with members to understand their needs and preferences, as well as for fostering a strong community atmosphere. The future General Manager/Chief Operating Officer must also possess exceptional team-building skills, be an intuitive mentor who recognizes and nurtures potential in others and have the ability to adapt club offerings to meet the diverse demographics of private club memberships. Critical success factors for this role include visibility, member engagement, professionalism, and a genuine enjoyment of building relationships with both members and staff. The ability to set clear goals and objectives, execute effectively toward well-defined targets, and maintain a positive work environment will be essential for success in this role.

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

BISHOPS BAY COUNTRY CLUB

Bishop's Bay Country Club is located on 800 feet of the scenic shores of Lake Mendota in Middleton, Wisconsin. Established by a group of local businessmen and golf enthusiasts, the club was envisioned as a private retreat combining the beauty of the lake with a challenging golf course. The original layout, started in 1995, was designed by renowned golf architect Bob Lohman and over the years has undergone several renovations and expansions to enhance its facilities and the member experience.

The Bishop's Bay Clubhouse, originally designed in 1929 and completed in 1933 as a single-family residence, has a fascinating history that reflects both architectural heritage and community evolution. The Catholic Diocese purchased the home in 1945 as the residence for the presiding Bishops' of the diocese until 1967. In 1985, Sam Jacobsen, a developer acquired the property from the church, and since then, the clubhouse has undergone several renovations aimed at enhancing both its functionality and aesthetic appeal. Key updates include the additions of an 8,000 square foot free-standing pavilion that hosts up to 300 people for weddings and other events, a spacious lakeside patio for outdoor dining, a large patio bar, a separate outdoor pizza kitchen and dining space, and most importantly, a complete renovation of the original manor's interior. Throughout these changes, a primary objective was to maintain the character of the structure by preserving its woodwork, fireplaces, and historical features while introducing modern amenities. Members also enjoy lake access by boat, an outdoor ice rink, four tennis and four pickleball courts, and a beautiful pool complex.

Bishops Bay is located just north of Madison, a city which boasts several accolades including, but not limited to:

- Ranked #14 Best Places to Live in the U.S. by *U.S. News & World Report*
- Rated in the Top 30 Most Beautiful Cities in the U.S. by *Forbes*
- Rated in the Top 10 Happiest Cities in the World by *National Geographic*

Bishops Bay has excellent financial stability, demonstrating operational success and substantial reserves to support its ongoing commitment to continue to enhance the membership experience for all. The Membership recently approved 2 significant capital projects (expansion of kitchen facilities and replacement of the large pool complex) which will begin in Fall, 2025. In addition, the Club's strategic planning includes further capital improvements as well as additional amenities. The club is surrounded by highly desirable neighborhoods which ensures continued viability for years to come.

BISHOPS BAY COUNTRY CLUB BY THE NUMBERS:

- 300 Full Members, 275 Lifestyle Members
- 5-year waiting list
- \$25,000 Initiation Fee
- Approximately \$8.7M Gross volume
- Approximately \$5.1M Annual dues volume
- Approximately \$1.9M F&B volume
- 30 FTE, 192 Seasonal Employees
- Jonas Encore POS

BISHOPS BAY COUNTRY CLUB WEBSITE: www.bishopsbay.com

GENERAL MANAGER/CHIEF OPERATING OFFICER – POSITION OVERVIEW

The General Manager/Chief Operating Officer (GM/COO) is hired and retained by the Board of Directors and reports to the President. The GM/COO has clear “ownership” for the day-to-day operations of BBCC, while focused on the achievement and maintenance of an annual business plan for the Club, and all the necessary elements, activities, and staff to support this focus. Specific emphasis on consistently enhancing an extraordinary experience for the members and their guests is primary to this role. The GM/COO is responsible for managing the entire inventory of key assets (physical and staff) including clubhouse, golf course, food and beverage, aquatics, and racquets, to ensure consistently meeting clearly defined expectations of service execution and delivery.

- The GM/COO will provide leadership to contributing constituencies (Board, Committees, Members, and Staff) relative to key programming, events, and activities at the Club, recognizing the need to lead in balancing multiple interests, perspectives, and the Club's business and financial objectives. Successful administration of all operations of BBCC, while meeting annual tactical and strategic goals and expectations, is critical, as is keeping a clear appreciation of maintaining a high member satisfaction level. The GM/COO will be leading all aspects of the organization and should have the “visionary leadership” to make necessary and sometimes bold decisions in the best interests of the Club. Additionally, capital projects experience and having a strong foundational understanding of the game of golf, golf course maintenance, and golf operations are important to the success in this position.

INITIAL PRIORITIES OF THE NEW GENERAL MANAGER/CHIEF OPERATING OFFICER

- Develop meaningful relationships with and professionally manage all BBCC staff including regular performance reviews that reflect achievement against individual performance goals. Provide guidance and support to staff to help them perform at an optimum level.
- Be visible, professional, and meaningfully engaged with the staff, membership, and guests of BBCC on an ongoing basis.
- Coordinate and implement Board policies.
- Assure a high level of member satisfaction, including soliciting member feedback and improving the sense of “inclusiveness” for all members.
- Provide ongoing evaluation of the physical plant and equipment, anticipate needs, and oversee capital projects.
- Develop and monitor BBCC protocols to assure compliance with local, state, and federal laws.
- Improve Club operational efficiency and effectiveness.

- Manage the annual budget. Review income and cost relative to goals and recommend corrective action. Implement controls to safeguard funds.
- Be a source of continuity and professionalism in Club operations across changes in Committee and Board leadership.
- Be informed of club industry “Best Practices” (i.e., governance, bylaws, member surveys, policies and procedures, etc.)

CANDIDATE QUALIFICATIONS

- A minimum of 5 - 7 years of progressive leadership/management experience in (preferably) a private member-owned club, or leading hospitality operations outside of the club industry in a similar hospitality operation.
- Strong personal qualities of integrity, confidence, credibility, energy, commitment, and humor along with exemplary ethics.
- Possess exceptional financial and budgeting acumen.
- Possessive of a strong financial acumen for hospitality trends and metrics, and able to fully comprehend and explain P/Ls, balance sheets, cash flow, and operating, capital, and project management budgets.
- Technologically proficient and recognizing best practices use of technology to improve ‘high touch’ service delivery to members, as well as to more effectively manage and lead operations.
- Someone who respects the history and traditions of the Club, while also being an innovator and a champion of new ideas and initiatives, looking to consistent improvement of member experiences and operational efficiency.
- A true, confident, diplomatic, and competent club industry professional with exceptional “executive presence,” who recognizes the importance of accountability, and who has a strong history of success in working with member boards and committees.
- Outstanding communication skills are necessary for this role and to be successful at BBCC As the primary communicator of much of the information at the Club, proven outstanding verbal and written skills are critical, as is a keen ability to “listen,” “engage,” “build trust” and “be highly approachable.” One must have a strong “executive presence” and truly understand the unique and compelling culture of the club.
- Must be 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 at the forefront of trends in clubs. The GM/COO should be able to project and steer the club in the right direction for the benefit of the membership.
- A “hands-on” leader who recognizes the balance between leading, doing, and delegating.
- A visible, sincerely engaged, and hard-working leader who brings ideas to the table and can express those ideas thoughtfully and easily to team members, the Board, and Committees.
- Being strategic in focus and able to gain support and execute approved plans and directions, sometimes exhorting the Board to make actionable decisions, albeit with a strong and natural ability to analyze and communicate the reasons behind recommendations.
- Being naturally outgoing, conversant, respectful, and diplomatic, but able to diplomatically say “no” when appropriate.
- Recognizing the need for the continuation of an “employer of choice” approach to attracting, retaining, and developing staff at every level within the greater BBCC organization.
- Innately understanding, empathetic, reliable, and relatable to members and staff at all levels.
- The ability to adapt and contribute to changing and evolving circumstances.
- A true “partner” with the Board, recognizing that he/she needs to be a creative problem solver whose ability to convey ideas, suggestions, and solutions in a thoughtful, well-reasoned manner with a high level of integrity results in high levels of respect.

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.

EDUCATION

- A bachelor's degree from a four-year university or college is highly desirable, preferably In Hospitality Management.
- In lieu of a degree, substantial private club or hospitality experience will be considered.
- Industry certifications preferred but not required; preferred designations are CCM, CCE, CMC, PGA

SALARY & 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 Bishops Bay Country Club Search Committee/Mr. Ron Slater— Search Chairman. Clearly articulate your alignment with this role, why you want to be considered for this position at this stage of your career, and why BBCC and the Madison, WI 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, December 20, 2024. Candidate selections will occur in late December 2024, with the first Interviews expected in mid-January 2025 and the second interview a short time later. The new candidate should assume his/her role in February 2025.

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

“Last Name, First Name - Resume” &

“Last Name, First Name - Cover Letter - Bishops Bay”

(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: at holly@kkandw.com.

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