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GENERAL MANAGER/CHIEF OPERATING OFFICER PROFILE: SHOREHAVEN GOLF CLUB NORWALK, CT

THE GENERAL MANAGER/CHIEF OPERATING OFFICER OPPORTUNITY AT SHOREHAVEN GOLF CLUB

One of Connecticut's premier golf and country clubs, Shorehaven Golf Club, is seeking an enthusiastic and highly capable professional who has strong leadership experience at a verifiably well-run and well-regarded organization. The future General Manager/COO must be able to demonstrate teambuilding skills, financial literacy, volunteer leadership management skills, proven skills relevant to success in the changing demographics of the club world, and have an intuitive strength in building consensus, setting clear strategic goals and objectives, and executing effectively to these well-defined targets, and doing so with a strong and natural "mentorship" style. Visibility, member engagement, and authentic enjoyment of building member relationships are critical, as is having the style of someone who can positively guide the Board and Committees in a professional, respectful, and diplomatic manner.

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

ABOUT SHOREHAVEN GOLF CLUB

Established in 1924, Shorehaven Golf Club (SGC) located in Norwalk, Connecticut is one of the premier private country clubs in Southwest Connecticut located on the scenic Long Island Sound. The Club offers a stunning golf course, top-tier amenities, and a welcoming membership community. With a commitment to excellence, Shorehaven has recently completed significant capital improvement projects, including a golf course renovation, a new pool facility and enhanced clubhouse amenities. The Club continues to grow and thrive, offering an outstanding experience to its members and guests.

Over the years, the club has evolved beyond its golfing roots into a full-fledged country club, offering a range of amenities for families. Today, it boasts a beautiful clubhouse, three heated swimming pools, four Har-Tru tennis courts, four paddle tennis courts, a fitness center, children's programs, and a summer camp. Enhancements also include a midway house, a pool house, and a Great Lawn Pavilion for social events. Shorehaven members enjoy its family-friendly atmosphere and stunning waterfront location with the golf course offering spectacular views of Long Island Sound.

Over 101 years after its founding, Shorehaven Golf Club continues to thrive blending its historical legacy with contemporary appeal. It remains a standout among Connecticut's coastal golf facilities, having hosted events like the Connecticut Amateur Championship as recently as 2020 and the Connecticut Open in 2024—its first time since 1959. The club's enduring commitment to its founders' vision ensures it remains a cherished hub for golf, recreation, and community.

SHOREHAVEN GOLF CLUB BY THE NUMBERS:

- Approximately 549 total members, all categories
- \$85,000 Initiation Fee
- \$16,615 Annual Dues
- Approximately \$12.6M Gross Volume
- Annual Dues Volume - \$7M
- Approximately 23,000 Rounds of Golf
- Approximately \$2.7M Food and Beverage Revenue
- F & B revenues are 52% a la carte and 48% (includes member and non-member events)
- 58 years is the average age of Members
- # employees - 50 FTE, 140 seasonal
- Jonas Point of Sale

GENERAL MANAGER/CHIEF OPERATING OFFICER POSITION OVERVIEW

The GM/COO is responsible for the general operation of the Club relating most importantly to the clubhouse, golf and grounds operations, racquet sports, and pool, ensuring that all services exceed members' and guests' expectations. He/she will also prepare an annual budget and present goals and objectives to the Club Board on an annual basis. He/she will develop an awareness of the "club culture" and will be responsible for ensuring hospitality, friendliness, and goodwill among members, guests, and staff. His/her goal is always to ensure that the facilities and events at the Club are first-rate and that the members' and guest experience is of prime importance. The GM/COO reports directly to the President and Board of Directors.

PRIMARY RESPONSIBILITIES

- **Leadership & Strategy:** Provide visionary leadership, aligning the Club's operations with its strategic goals and fostering a culture of service excellence and continuous improvement.
- **Operational Oversight:** Manage all facets of Club operations, including golf, food & beverage, clubhouse facilities, events, member services, and recreational amenities.
- **Financial Management:** Oversee the budgeting process, financial performance, and capital planning, ensuring fiscal responsibility and long-term financial health.
- **Human Resources & Team Development:** Build and maintain a high-performing team through training, performance management, and professional development programs.
- **Member Experience & Engagement:** Ensure a premier member experience by maintaining high service standards, enhancing club programming, and fostering strong member relationships.
- **Governance & Board Relations:** Serve as a strategic advisor to the Board of Directors, providing updates, insights, and recommendations on Club operations and key initiatives.
- **Facility & Project Management:** Oversee the maintenance and enhancement of Club facilities, ensuring a best-in-class experience for members and guests.
- **Community & Industry Engagement:** Represent the Club within the industry and local community, fostering positive relationships and staying informed on industry trends.

Member Services:

- Consistent sincere and significant engagement of members, highly visible to members and staff at the Club is of premium importance. The GM/COO is ultimately responsible for ensuring that all Club operations are running at the highest level.
- Provide quality leadership in a positive and upbeat manner for the members, guests, and staff.
- Create and maintain a first-class service culture throughout the Club property.
- Address and resolve all member and guest complaints and suggestions, general service, employee attitude, maintenance, and presentation of the clubhouse operations.

Employee Relations:

- Oversee the recruiting, hiring, and development of Club personnel. Oversee ongoing training programs at the Club complete with up-to-date standard operating procedures to ensure exceptional service in all parts of the Club's operation with special attention to the Clubhouse and Food and Beverage Department
- Provide support and mentorship for the future development of all direct reports. Instill the concept of being "team players" in all employees. Continue to coach, counsel, and evaluate departmental staff.
- Ensure that a positive spirit and healthy work environment exists throughout the Club, one that is free of safety risks and all forms of employee harassment.
- Maintain an effective communication program where employees are treated in a fair, structured, and consistent manner.
- Function as an administrative and communication link between all departments at the Club.
- Help to facilitate a team environment with high morale, impeccable ethical standards, and efficient use of resources to position SGC to be a preferred employer of choice in the community.

Financial Management:

- Work collaboratively with the Department Heads, CFO and Board of Directors to prepare the annual operating and capital budgets for all Club operations and assist in managing and controlling the operations to attain the desired results.
- Will have strong financial acumen and business skills.
- Monitor the budget each week/month and direct the taking of corrective action as necessary to ensure that the budgeted goals are attained.
- Provide input to all Club personnel regarding annual budgets, capital spending plans, fiscal controls, and operational guidelines.
- Responsible for all labor cost payouts and maintaining them within the constraints of the budget.

Personnel Management:

- Display a very hands-on approach and lead by example. Must be approachable to staff, members, and guests.
- Assist the Department Heads as well as the Club in developing and implementing long-range (strategic) and annual (business) plans, operating reports, forecasts, and budgets.
- Responsible for all direct reports and department heads hiring, discipline, termination, and documentation of all employees.
- Organizes and facilitates weekly department meetings of senior management and carries out directives. Serves as an ad-hoc member of all club committees.
- Possess a warm personality, a sense of humor, and the ability to work effectively with all levels of the staff and members.
- Further his/her own continued development as a club management professional as a member of CMAA. With the assistance and approval of the President, participates in appropriate seminars/training programs, thereby enhancing his/her value and quality of services to Shorehaven Golf club.

Operational Responsibilities:

- Understand and abide by Shorehaven Golf club policies and departmental procedures. Suggest changes and may direct the implementation of change.
- Provide content for and manage communications and marketing materials for the department.
- Assure that the Club is run in accordance with all applicable local, state, and federal laws.
- Disseminate information effectively and coordinate activities between departments on a timely basis.
- Keep the Club and Board of Directors informed of potential problems and activities related to the smooth operation of the Club.
- Possess a sharp eye for detail in the overall management of the operation.

CANDIDATE QUALIFICATIONS

Ideally, 7 - 10 years of progressive leadership/management experience, preferably in a GM, COO, or Executive Director role in a lifestyle-centric, private member-owned country club with multi-dimensional operations, or leading hospitality operations outside of the club industry in a similar quality. True 'rising stars' from the club industry who have been verifiably well-mentored, will also be considered, especially those coming from 'for-profit' environments.

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.

EDUCATIONAL AND CERTIFICATION QUALIFICATIONS

A bachelor's degree from a four-year university or college is desirable, preferably in Hospitality or Business Management. In lieu of the degree, substantial hospitality experience will be considered. Credentials from the hospitality industry, recognizing ongoing involvement and commitment to lifelong personal and professional development are desired.

SALARY AND BENEFITS

Salary is open and commensurate with qualifications and experience. The Club, along with the typical CMAA and PGA benefits, offers an excellent bonus and benefits package. Salary Range: \$275,000 - \$325,000

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 Mr. Scott Feinstein, President and the Shorehaven Golf Club search committee, and clearly articulate your alignment with this role and why you want to be considered for this position at this stage of your career, and why SGC and the Norwalk, CT area will be beneficial to 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, May 9, 2025. Candidate selections will occur in late May with first Interviews expected in early June 2025 and second interviews a short time later. The new candidate should assume his/her role as soon as reasonable notice is given to a current employer following selection.

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

“Last Name, First Name - Resume” &

“Last Name, First Name - Cover Letter – Shorehaven GC”

(These documents should be in Word or PDF format)

Note: Once you complete the application process, 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

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