

Lakewood Country Club is searching for a highly experienced, visionary, and engaging leader who can create legendary member experiences. The General Manager at Lakewood Country Club serves as Chief Operating Officer of the Club (GM/COO), managing all aspects of Club operations including its activities and the relationships between the Club and its Board of Directors, members, guests, employees, and community. The GM/COO acts according to the highest standards of personal and business ethics in coordinating and administering the Club's policies as defined by its Board of Directors, developing operating policies and procedures, directing the work of all department managers, and securing and protecting all Club assets including facilities and equipment. The GM/COO implements and monitors the budget, ensures the quality of the Club's services, and leads his/her team in providing maximum member and guest satisfaction.

Prior experience with project management and project financing is preferred. The membership at Lakewood Country Club approved a \$1M project to renovate a portion of the Member dining and patio facilities. The project is anticipated to break ground in early 2021.

LAKWOOD COUNTRY CLUB

Lakewood Country Club is a welcoming and unique place nestled at the base of the foothills of the Front Range region of Denver, CO. Having opened over 100 years ago as one of Denver's premier golf clubs, the traditions of excellence and sportsmanship for generations of members have stood the test of time. The grounds, originally constructed in 1906 was farmland, and was converted to a golf course by Tom Bendelow. In 1916 Donald Ross reconstructed the iconic 18-hole golf course. In 2017 Lakewood Country Club continued its golf tradition by employing Gil Hanse to renovate the course once again.

Lakewood Country Club offers fantastic amenities including: a 12-year-old clubhouse that is 48,00 square feet in size. Provides dining, large locker rooms, outdoor patio's, Top 100 Golf Shop, and multiple banquet rooms that can accommodate up to 250 people in the ballroom. In addition to the clubhouse, Lakewood Country Club offers a large swimming pool for swim team events and a 1-meter diving board, fitness facilities, a snack bar kitchen, and pool locker rooms.

LAKWOOD COUNTRY CLUB BY THE NUMBERS

- 565 Members, all categories
- \$52,500 Initiation Fee
- 27,000 Annual Rounds of Golf
- \$9M Gross volume
- \$4.2M Annual dues volume
- \$3.4M Gross Payroll
- \$2.5M F&B volume
- 8 Committees including Membership, Finance, Nominating, Long Range Planning, Golf, Facilities, Programs, and Greens
- 9 Board Members with 3-year terms
- Average Age of Members is 48

For additional information, please preview the **LAKWOOD COUNTRY CLUB WEB SITE:** www.lakewoodcountryclub.net
Club is open 6 days per week, 12 months per year.

JOB DETAILS

Date Posted

9/18/2020

Job Title

General Manager/COO

Brief Job Description

The General Manager/COO (GM/COO), reporting to the full Board of Directors, has clear “ownership and accountability” for day-to-day operations of Lakewood Country Club (LCC), while also being the strong catalyst of forward planning and future visioning for the Club. He/she is responsible for the proper interpretation and fulfillment of Club policies and procedures.

Specific emphasis on being especially “observant and sensitive” to all that is occurring around the Club is primary to this role, as is having an intuitive style of strong objective judgment and “considered diplomacy.” The GM/COO will attract, develop, lead, appropriately supervise and motivate a top-quality staff.

Direct Reports

- Controller
- Food & Beverage Director
- Executive Chef
- Facility Manager
- Golf Course Superintendent
- Head Golf Professional
- Membership Director
- Catering Director

To be successful, he/she must have unwavering commitment to excellence, strong work and personal ethics, superior communication skills and the ability to achieve results through others.

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 desires with the Club’s business and financial objectives.

Successful administration of the ‘business’ of LCC, while meeting annual tactical and longer-term strategic goals and expectations is critical, as is keeping a clear appreciation of maintaining high member satisfaction levels in the course of doing so.

The GM/COO is the clear leader in ensuring that the LCC 'brand' is maintained through consistent focus on priorities, goals and objectives that have been mutually established and reviewed in conjunction with the Board of Directors.

Candidate Qualifications

- Significant progressive management experience in a well-regarded private club (preferred) or similar hospitality environment, preferably with at least 5 years in a top executive role or Assistant General Manager role at a well-regarded, top performing club.
- Strong and verifiable experience in leading a dynamic, progressive, "family-centric" club environment with significant recreational and social activities and amenities. Demonstrable strengths in team development, financial performance and acumen, marketing, diverse recreational amenity management (golf, fitness, aquatics, family activities and others are critical), quality food and beverage programming, exceptional member/guest service programming, membership marketing, personnel acquisition and team building, strategic planning, project management, and most importantly the ability to consistently define and achieve goals and objectives.
- Exceptionally strong communication and facilitation skills, both in writing and verbally, with the appropriate personal presence, desire, and ability to interact authentically before diverse constituencies of members, staff, vendors and other people who are part of the success of LCC. Communication with members and staff, and 'engaged' personal visibility is of immense importance at LCC and must be a verifiable competency exhibited in current and past roles.

A candidate must:

- Be a "Team Builder." A person who embodies the persona of ultimate coach and motivator; someone who brings out the very best in those around him/her by setting clear goals and expectations, providing consistent feedback and support, and who is respectful and professional in all interpersonal dealings. Perhaps the key description would be that of a "Master Mentor" and developer of talent within the Club.
- Be a confident, diplomatic, and competent professional who is a 'doer' and take-charge person and who also recognizes the importance of accountability. A creative problem solver who commands respect because of the way he/she interacts with others and lives up to his/her word.
- Be a person of impeccable character who recognizes that he/she represents LCC not only within the Club, but also within the greater Lakewood community.
- Be a charismatic individual with a sense of humour and style that is commensurately appropriate with the culture and expectations of the membership.

INSTRUCTIONS ON HOW TO APPLY

Please email your resume and cover letter using the address below.

Preparing a thoughtful letter of interest and alignment, clearly articulating your "fit" with the profile and the above noted expectations and requirements is necessary. Your letter should be addressed to Lou Ficco Jr, President, and clearly articulate why you want to be considered for this position at this stage of your career and why LCC and the Lakewood area will likely be a "fit" to you, your family and the Club if selected.

You must apply for this role as soon as possible but no later than November 1, 2020. Candidate selections will occur mid-November with first Interviews expected in late November 2020 and second interviews a short time later. The new candidate should assume his/her role in December 2020.

Send resume and cover letter to:

Lance Scheele

General Manager

Lakewood Country Club

lscheele@lakewoodcountryclub.net

Educational Requirements

- 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.

Date Position Available

Immediately

Other 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