

## **GENERAL MANAGER/CHIEF OPERATING OFFICER PROFILE: THE COUNTRY CLUB OF JACKSON JACKSON, MS**

### **GENERAL MANAGER/CHIEF OPERATING OFFICER AT THE COUNTRY CLUB OF JACKSON**

The Country Club of Jackson is seeking a dynamic, energetic, and highly engaged leader with a keen eye for detail to assume the role of General Manager/Chief Operating Officer. The ideal candidate must embody Southern hospitality and promote a positive culture with an emphasis on team development, organizational consistency, and financial management. Additionally, he or she should focus on the highest levels of member and employee satisfaction and retention while delivering a quality experience for both constituents.

The new General Manager/COO will inherit a tenured, talented team and an operation that is well-run with award-winning amenities. Additionally, the Club operates under a strong and high-functioning governance model and is progressive and family-centric. Renowned as the premier private club in Mississippi and one of the top clubs in the South, The Country Club of Jackson prides itself on being the home of the Sanderson Farms Championship for the PGA Tour.

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

### **ABOUT THE COUNTRY CLUB OF JACKSON**

In 1914, a small group of businessmen purchased 100 acres off Clinton Boulevard, five miles west of town, to organize The Country Club of Jackson. Over the past 100 years, the Club has grown through a series of renovations and expansions to become what it is today: a full-service, family-centered, destination country club. Situated on approximately 500 acres of rolling terrain, the Country Club of Jackson is a family-focused, private, member-owned country club. Members enjoy the finest of amenities and services including an expansive clubhouse with both formal and casual dining rooms, a popular adults-only lounge, 27 holes of championship golf complete with a full array of practice facilities, 12 lighted tennis courts (8 soft courts, and 4 hard courts) and 8 pickleball courts, an aquatic center that includes a splash zone and custom-made water slide, croquet and a state-of-the-art fitness center and spa. The Club is home to the annual PGA Tour's Sanderson Farms Championship each fall.

The city of Jackson, known as the "City with Soul" because of its "perseverance and triumphant spirit," is steeped in southern culture and is a mecca for artists and musicians (from classical to inspirational, home-grown gospel, blues, jazz, rock 'n roll, R&B and more). The city also has a vibrant food and cultural scene. The suburbs of Jackson offer a wonderful environment for family living and excellent education options.

### **THE COUNTRY CLUB OF JACKSON BY THE NUMBERS**

- 1,100 members (Membership is capped)
- \$25,000 initiation fee (full golf member)
- \$8,916 annual dues (monthly dues \$633/capital \$110)
- \$4.5 M approximate F&B volume
- 31% *a la carte*/69% banquet
- 110 employees /125 seasonal employees
- 4 kitchens (*a la carte*, banquet, Turnhouse, and pool)
- 52 average age of members
- 24,000 approximate rounds of golf annually
- Annual PGA Sanderson Farms Championship
- Upcoming Capital Improvement plan including full *a la carte* kitchen renovations

**THE COUNTRY CLUB OF JACKSON WEBSITE:** [www.ccjackson.com](http://www.ccjackson.com)

## **GENERAL MANAGER/CHIEF OPERATING OFFICER – POSITION OVERVIEW**

The General Manager/COO provides visible, engaged, and authentic leadership and a positive, respectful, and energized image for The Country Club of Jackson and its amenities. This individual leads with the ultimate goal of providing members and guests with exceptional service in all club facilities, creative and quality dining, top-rated golf course conditions and playing experiences, outstanding racquet sports, aquatics, and other recreational amenities, while also working closely with the Board of Governors and committees to perpetuate strong and consistent governing and leadership practices.

The new GM/COO at The Country Club of Jackson will be following a highly regarded, tenured predecessor and will continue to assure the smooth, efficient daily operation of the Club to provide the members and guests with the environment for which the Club is renowned in a highly respectful, visible, and engaging manner, recognizing their positive impact on the senior team and associates by doing so.

Imperative to their success is the GM/COO's ability to equally engage members of all generations, ensuring the highest levels of member satisfaction. Being visibly present throughout the operation and possessing an intuitive sense of seeing and being seen is a key aspect of this role. Innovative programming and a vision for the future direction of the Club while respecting long-standing traditions and heritage is also critical.

The GM/COO will oversee all aspects of the operation and ensure all facilities are upheld and maintained at a pristine level. They should take the appropriate amount of time to listen, learn, observe, and absorb all of the systems and processes that are in place, and provide stability in leadership to maintain appropriate levels of success while making improvements over time.

The GM/COO will ensure the leadership team is engaged and empowered to run their respective departments. They will also have clearly defined goals and objectives while being held accountable to achieve the desired results. In turn, the GM/COO will ensure that the standards set in place cascade down throughout the organization, respecting the tenure and value of the team members in place and creating buy-in for all.

The GM/COO coordinates with the President, as appropriate, on department head compensation, benefits, performance appraisal, disciplinary, and other significant personnel actions, ensuring that The Country Club of Jackson is competitive with its key comparable club set. The GM/COO conducts interviews, assesses applicants' key positions, subject to the Board of Governors' discretion, and exercises final hiring approval for all senior team members and other 'high touch' positions.

Importantly, the GM/COO ensures that appropriate and necessary commitment is in place for the training, mentoring, and further development of all senior team members, department heads, and other personnel, recognizing that top-tier delivery and consistency of the member experience at The Country Club of Jackson is paramount to meeting its ultimate 'brand' mission.

The GM/COO is responsible for maintaining a positive and inspiring working environment throughout the Club and must be a naturally approachable, interactive, and authentic leader who personifies the culture of The Country Club of Jackson by the way they conduct themselves. The GM/COO needs to be sincerely engaged in member and staff interactions in all areas of The Country Club of Jackson's operations, recognizing the need to be an ambassador of the Club.

The GM/COO is ultimately responsible for the approval of contracts, and overall expense management as well as revenue generation to deliver on the financial goals of The Country Club of Jackson, through close coordination with the Board of Governors and is clearly in charge of all operational decision-making and outcomes at the Club. They are also responsible for partnering with the Board to ensure that adequate capital planning and funds are allocated and managed accordingly.

The GM/COO is expected to attend and actively 'partner' in all meetings with the Board of Governors and those committees to which they are designated an ex-officio member or desired as a participant.

They should possess an acute level of self-awareness, high emotional intelligence, and diplomacy in all interactions. A comprehensive governance structure and processes have been developed over time and are presently in place to help guide the direction and roles of the GM/COO, board, and committee members. They must earn and build the trust of the board and committee members to maintain the present standards to ensure overall partnership and effectiveness.

### **INITIAL PRIORITIES OF THE NEW GENERAL MANAGER/CHIEF OPERATING OFFICER**

- Get to know the members, their families, and the employees. Listen, learn, and observe to get a feel for the existing culture of the Club. Provide quality leadership while upholding a positive upbeat image for the Club and its amenities.
- Evaluate service standards throughout the operation, specifically in food and beverage. Make changes as necessary to ensure operational consistency and a premier member experience.
- Assess and refine The Country Club of Jackson member experience, establishing standards of excellence and creating expectations for the team to follow across departments as well as upholding a culture of accountability.
- Review the current organizational chart. Assess the operational needs and ensure that the appropriate resources are allocated in the right areas. Make recommendations to the Board for necessary changes.
- Come up to speed with the operating and capital budgets, and any pending capital projects currently in progress and/or in the near future.

### **CANDIDATE QUALIFICATIONS**

- A minimum of 5-7 years of verifiable, progressive leadership and management experience in an active, private family-focused club environment. NOTE: While having a strong preference for those who have experience in the General Manager or GM/COO role, those current Assistant General Managers or Club Managers at well-recognized clubs, with verifiable records of achievement, may be considered for this role.
- Strong general management skills with verifiable strengths in team development, financial stewardship, diverse recreational amenity management (golf, tennis, fitness, aquatics, family activities, and others are especially desirable), quality food and beverage programming (especially important), exceptional member/guest service programming, strategic planning, project management, and most importantly the ability to consistently define and achieve goals and objectives.
- A sincere understanding of Southern hospitality and connectivity to the South, either through work experience or family, is highly encouraged for ultimate success.
- Exceptionally strong communication and facilitation skills, both in writing and verbally, along with the appropriate personal presence, desire, and ability to interact effectively before diverse constituencies of members, staff, vendors, and other people who are part of the success of the Club.
- Someone who is equally at ease in developing relationships with all demographics of members -- long-tenured, newer-tenured, male, female, juniors, golfers, tennis players, social members, etc.
- Possessive of strong organizational skills, and an obsession with covering the details necessary to consistently achieve high levels of quality, satisfaction, and outstanding member experiences.

### **EDUCATIONAL & CERTIFICATION QUALIFICATIONS**

- A bachelor's degree is preferred with a focus on Hospitality Management.
- In lieu of the degree, substantial private club or hospitality experience will be considered.
- Industry certifications such as CCM, CCE, or PGA are encouraged but not required.

### **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.

### **SALARY AND 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 Mr. Chan McLeod, Search Chair and Club President,** and clearly articulate your alignment with this role, why you want to be considered for this position at this stage of your career, and why CCJ and the Jackson, MS 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 31, 2024. Candidate selections will occur early June with first interviews expected in mid- June and second interviews a short time later. The new candidate should assume their role September 2024.**

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

“Last Name, First Name - Resume” &

“Last Name, First Name - Cover Letter – CC Jackson”

(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 Alice Stevens: [alice@kkandw.com](mailto:alice@kkandw.com)

## **LEAD SEARCH EXECUTIVES**

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