**GENERAL MANAGER POSITION PROFILE:**

**HICKORY HILLS COUNTRY CLUB**  
**SPRINGFIELD, MO**

**GENERAL MANAGER AT HICKORY HILLS COUNTRY CLUB**  
  
The General Manager (GM) role at Hickory Hills Country Club is an opportunity to be part of club uniquely positioned for a successful future.  Hickory recently completed a renovation of the entire Clubhouse including all interior spaces, an overhaul of the outdoor dining space, and an addition of a 3,000 sq ft Fitness Center. The new GM will find an energized team, a supportive membership and an opportunity to make an immediate positive impact at a Club located in a growing, highly desirable community.

**About HICKORY HILLS COUNTRY CLUB**

Since its incorporation in 1934, Hickory Hills Country Club has been providing its Members with a club experience that is unmatched. By honoring the past while looking towards the future, the club remains dedicated to a tradition of excellence. World class golf deserves world class amenities. At Hickory Hills Country Club, you have both, with services and facilities for every occasion, event, or business meeting. Among friends, members savor a level of incomparable hospitality.

**Championship 18-Hole Golf Course**

One of the premier, private courses in the nation, Hickory Hills Country Club remains,

undoubtedly, among the most challenging. The home course of Payne Stewart, Hickory’s

meticulously kept greens and newly renovated bunkers help ensure that golfers of all skill

levels will have a memorable experience. 2015 PGA Professional of the Year and #1 Golf

Instructor in the state, Rick Neal, staffs the Pro Shop year-round, assisting members with

private lessons and equipment selection.

**Dining & Year-round Social Events**

World class golf deserves world class amenities. At Hickory Hills Country Club, you have

both, with services and facilities for every occasion, event or business meeting. Among

friends, members savor a level of incomparable hospitality. Executive Chef Melinda

Burrows, CEC, CCA, and her culinary team offer a menu that boasts a wide assortment

of items catering to each guest’s unique taste and request. The club offers an impressive

variety of year-round social events, from the infamous Farm to Table, February Party and

Barn Bash, to more family-oriented events like Carnival Campout, Boo Bash and more.

**Outstanding Aquatic Facilities**

Open Memorial Day weekend through Labor Day, the pool at Hickory

provides members with a refreshing space to swim, play and relax under sunny skies and

colorful cabanas. The fan-shaped pool includes eight lanes and two wading zones, with a

zero depth entry area and mushroom water feature. The pool tapers into a 12-foot deep

diving well with one meter diving board, and is fully staffed with Red Cross-certified lifeguards. Located poolside is a playground and fully-staffed snack bar, offering both indoor

and outdoor seating for guests.

**Meticulously Maintained Tennis Facility**

Hickory’s well-maintained, lighted tennis area features six hard courts, two clay courts,

an outdoor pavilion and patio space. The Pro Shop is staffed year-round by USPTR

professional, Jim Klousia, who has over 30 years teaching experience, and assists our

members with private lessons, special clinics, organized play and equipment selection.

Throughout the years, many state and area champions have called the courts at Hickory

Hills Country Club their home.

**Fitness & Wellness Center**

Our brand new 3,000 square foot facility features a variety of services to meet the lifestyle

needs of our member families. Enhance your exercise experience with state-of- the-art

cardiovascular and strength-training equipment, all in a private club environment for a

more comfortable calorie burn. For members seeking extra balance in mind and body, the

facility boasts a 900 square foot Wellness Classroom for Yoga, Pilates, Barre, etc., as well as

a massage suite for members.

**HICKORY HILLS COUNTRY CLUB BY THE NUMBERS**

* 12-15,000 Annual rounds of golf
* Initiation Fee $12,000 for Full Golf
* Annual dues $6,600 for Full Golf
* 713 Members, all categories
* FT Staff: 43 Total in-season staff: 120-125
* $5.85M Gross volume
* $3.41M Annual dues volume
* $1.84M F&B volume, 55% a la carte / 45% catering (in typical year)
* Club is a 501(c)(7) organization.
* 15 total Board members each serving three-year terms.
* The Club uses JONAS Club Management Software.
* The Club has a $40-100 monthly Capital Dues, depending on member category.

**HICKORY HILLS COUNTRY CLUB WEB SITE**:  www.HickoryHillsCountryClub.com

**GENERAL MANAGER POSITION**  
  
The General Manager (GM) will have full responsibility for all aspects of operations at Hickory Hills Country Club (HHCC), with the exception of the Golf Department…effectively managing all resources and reporting to the Board of Directors through the President and is expected to be the embodiment of an “exceptional member-centric experience.”  The GM will lead the management team, several of whom have many years of tenure at the Club, be representative of modern management practices, and indirectly supervise all employees of the Club while intuitively promoting a positive, engaging, collaborative and highly competent service culture in all operations.

He/she is expected to be an interactive “thought partner” with the Board and Committees, working closely with both groups to collectively make decisions and set strategic direction for the long-term well-being of the membership.  Hickory Hills has a large number of new, younger members with families and the balance of tradition with relevance to today’s member needs and expectations is a critical success factor.  Supporting and effectively working with a number of committees, who are an important part of HHCC’s long history and success, is a necessary and important skill set.  
  
While fully supported by the Board, continued focus of the new GM will be to ensure that the membership and staff are equal contributors to the Club’s overall success.  Being the ultimate catalyst for “energizing” all aspects of the Club and maintaining the strong positive momentum the Club currently has are important to the new GM’s success.

**Reports to:** Board of Directors

**Direct Reports:** Director of Hospitality, Superintendent, Executive Chef, Accounting Manager, Accounts Receivable Manager, Membership & Marketing Manager, Maintenance Manager, Tennis Professional, Pool Manager

**INITIAL PRIORITIES OF THE NEW GENERAL MANAGER**

* Listen and observe, while “learning and assessing” the operation.
* Get to know members and staff as quickly as possible, engaging them in a naturally sincere and enthusiastic manner.
* Work closely with the Board, Committees, and senior management staff to ensure a full and complete understanding of HHCC, its history, culture, and traditions before making any significant changes.
* Focus on the Food and Beverage operation, recognizing that it is the ‘heart’ of the HHCC experience, and its consistent delivery and execution of a positive, well-regarded product is a critical success factor.
* Understand the financial model, its history for implementation and need for adherence by all departments/managers, and clearly understanding how HHCC makes and achieves financial projections.
* Focus on the key elements to long-term success at HHCC --- **membership engagement**, membership recruitment/retention, and building a staff culture of efficient, effective service.  Additionally, a strong focus on details of operational presentation of member areas is critical.

To reiterate, fostering a culture of solidarity and teamwork throughout the team and the Club at large is very important to the staff and membership.  Significant to this expectation is the ability to lead a team of friendly, engaging, competent, and passionate staff who are sincere about serving the Club’s members.  Being a natural “mentor” and “educator” to each constituency is a key attribute to success for the new GM, as is a clear “walking the talk” approach

**CANDIDATE QUALIFICATIONS**

* A minimum of 5 - 7 years of verifiable, progressive leadership and management experience in an active, family-centric club or well-regarded, service focused, iconic hospitality environments where relationships are well-developed.  NOTE:  While having *strong preference* for those who have experience in the General Manager or GM/COO role, those current Assistant General Managers at well-recognized clubs, with verifiable records of achievement, may be considered for this role, as will those coming from quality resorts or hotels.
* Strong financial acuity with outstanding communication skills, both verbal and written, with natural comfort to interact with members and guests.
* Verifiable success with creative and innovative programming, events and activities.

**EDUCATIONAL AND CERTIFICATION QUALIFICATIONS**

* A Bachelor’s Degree from a four-year university or college is desired, preferably in Hospitality Management or Business Management.
* From the club industry, Certified Club Manager (CCM) designation is desirable but not necessary.

**SALARY AND BENEFITS**  
  
Salary and Benefits are commensurate with qualifications and experience.  The Club, along with the typical CMAA benefits, offers an excellent bonus and benefit package.  
  
**To apply**, please send resume, cover letter, and references to [gmsearch@hickoryhillscountryclub.com](mailto:gmsearch@hickoryhillscountryclub.com)