



Lawrence Country Club is currently seeking a qualified and experienced

GENERAL MANAGER

Lawrence Country Club is the premiere golf course in the City of Lawrence, Kansas, featuring bent grass tee boxes, fairways, and greens with dramatic views of rolling hills, tree-lined fairways, and five sparkling lakes. LCC offers its members year-round course access and amenities for all ages including a zero-depth pool complete with canopied cabanas and festive Tiki Hut, tennis courts, extensive dining program featuring seasonal menus and artisanal ingredients, craft cocktails, an emerging wine program, and thoughtfully executed member events.

With the City of Lawrence, home of the University of Kansas Jayhawks, growing as Kansas' preeminent residential destination, the Lawrence Country club membership has seen a significant increase in growth in amenity utilization over a short period of time. As such, the need to provide the membership with first-class service and experiences is at an all-time high.

The General Manager role at Lawrence Country Club is an incredible opportunity to be part of an historic club positioned for a tremendously successful future. The new General Manager will be welcomed by an energized team of professional staff, a supporting membership, and the opportunity to make an immediate positive impact on a growing club in a highly desirable community.

THE GENERAL MANAGER POSITION

The General Manager will have full responsibility for all aspects of operations and positions at Lawrence Country Club (LCC), with the exception of the Head Golf Professional and Course Superintendent, effectively managing all resources and reporting to the Board of Directors through the President. The GM is expected to be the embodiment of a forward-facing member relations professional with focus on developing the Food & Beverage programs, enhancing Club amenities including the pool and tennis programs, and training a first-class service staff. 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 promoting a positive, engaging, collaborative, and highly competent culture of service 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 and facilities. The GM will oversee the care and maintenance of all the facility’s physical assets, with a growth mindset for capital improvements. The GM will implement policies and procedures for multiple departments, including compliance of all company standards relating to the quality of products and services.

Lawrence Country Club has a large number of new and younger members with families and the balance of tradition and relevance to today’s member needs and expectations is critical to success. Supporting and effectively working with a number of committees, who are an important part of LCC’s long and storied history, 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 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 General Manager’s overall success at LCC.

Reports To: Board of Directors

Direct Reports: Director of Membership & Marketing, Food & Beverage Director, Executive Chef, Pool Manager, Controller

INITIAL PRIORITIES OF THE NEW GENERAL MANAGER

Meet with all managers individually and collectively to listen and observe, while learning and assessing the operation and its departments

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 LCC, its history, culture, and traditions before making any significant changes.

Focus on the Food & Beverage operation, recognizing that it is the heart of the LCC experience and the need for 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 and managers while clearly understanding how LCC makes and achieves financial projections.

Focus on key elements to long-term success at LCC: membership engagement, membership retention and recruitment, and building a service-oriented staff culture of efficiency. Additionally, a strong focus on details of operational presentation and member areas is highly 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 clear follow-through and accountability for all.

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.

A high energy, dynamic leader with a skill set to lead a strong management team and oversee daily operations.

Extensive food & beverage experience to oversee a high volume bar, dining and catering operations.

Strong organizational, communication, interpersonal, and leadership skills required.

EDUCATIONAL AND CERTIFICATION QUALIFICATIONS

A Bachelor's Degree from a four-year university or college, preferably in Hospitality 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.

TO APPLY

Qualified candidates should submit their resumés and letters of documentation to the LCC Board of Directors at office@lawrencecountryclub.com.