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THE MOST TRUSTED NAME IN EXECUTIVE SEARCH AND CONSULTING

GENERAL MANAGER PROFILE: ST. GEORGE'S GOLF & COUNTRY CLUB ETOBICOKE, ONTARIO

THE GENERAL MANAGER OPPORTUNITY AT ST. GEORGE'S GOLF & COUNTRY CLUB

This is an amazing opportunity for a General Manager to lead one of the finest historic golf clubs in North America and for that matter, the world. St. George's Golf & Country Club is seeking an exceptionally gifted leader with a deep golf background who will be highly visible with the membership and staff. The successful candidate will possess superior communication skills, demonstrate a management style that promotes a culture of service excellence, individual as well as team growth and organizational consistency. Additionally, he/she will focus on process and procedure development, financial management, maintaining the highest levels of service for all club functions, and ensuring the highest level of member experience and satisfaction.

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

Vision and Mission

"To Be the Golf Club of Choice in Canada"

"St. George's Shall Provide Its Membership with a World Class Golf Course and an Excellent Club Experience"

ST. GEORGE'S GOLF & COUNTRY CLUB & COMMUNITY

St. George's natural beauty, renowned history, and the world-renowned Stanley Thompson designed course has truly stood the test of time. St. George's offers a premier golf and country club. Nestled among the tree-lined streets of Toronto's west-end, this world ranked, classically designed course is located just minutes from downtown Toronto.

It's a place where exceptional golf is only the beginning. A five-star Platinum Club of the World, St. George's enjoys a 90-year history of providing personalized member service - a home-away-from-home where members forge lasting friendships, celebrate life's milestones and nurture meaningful connections.

The historic Tudor-style clubhouse combines old world charm with modern amenities. Stately and impressive, the atmosphere is intimate and familiar – home to the Club's active golf, and clubhouse members. Featuring six dining outlets, members and their guests enjoy a variety of social events that leave lasting impressions.

After a round of golf, members can relax in elegantly appointed locker rooms and cozy lounge areas. The Indoor Learning Centre is equipped with a one thousand square foot putting green, state of the art radar technology and golf simulators, six training bays, custom club fitting, and flexible coaching programs.

St. George's golf course continues to receive much praise for its classical design, ranked 23rd among the "World's 100 Greatest Golf Courses" by Golf Digest Magazine, and host to several PGA events including five Canadian Opens, and five LPGA Championships, the course is a true test of golf.

St. George's is poised to host the 2021 and potentially, the 2024 RBC Canadian Opens, a testament to the Club's commitment to the sport of golf in Canada and beyond. As part of the Club's partnership with Golf Canada and RBC, St. George's will also support the Golf Canada Foundation's charitable efforts and their mandate to grow the game of golf by engaging players of all ages and abilities across the country.

The Board and Membership at St. George's are dedicated stewards of the Club's championship golf course, and historic clubhouse. Recent improvement programs include a \$3.6M Greens Reconstruction Project a \$1.8M Bunker Reconstruction Project carried out by Tom Doak and Ian Andrews along with a 2.5M Men's Locker Room renovation.

This past year saw the Club discontinue its curling program. This opens up the opportunity to utilize this space in a variety of ways. Currently the Club is reviewing several options of how best to utilize this “found” space to improve the Club’s amenity offerings.

In 1929, Robert Home Smith had a vision – to build a fine course that would stand the test of time. There have been several enhancements to the club and course over its 90-year history. At the heart of every new project or improvement is respect for those who’ve come before, and a commitment to preserving and honoring St. George’s storied past. Club leadership continuously looks to the future to provide members with a world-class course and excellent club experience that they can be proud of.

If someone were to ask what ingredients make up St. George’s today, the recipe would include the following: a great golf course, a tradition of great championships, a membership mindful of St. George’s place in history as well the importance of the cultivation and care of their dedicated staff.

Major Events (past and upcoming)

- 1933 Canadian Open Championship
- 1949 Canadian Open
- 1960 Canadian Open
- 1968 Canadian Open
- 1975 Canadian Women’s Open
- 1978 Canadian Women’s Open
- 1980 Canadian Women’s Open
- 1982 Canadian Women’s Open
- 1984 Canadian Women’s Open
- 2010 Canadian Open
- 2021 Canadian Open
- 2024 Canadian Open (pending member approval)

ST. GEORGE’S GOLF & COUNTRY CLUB WEB SITE: stgeorges.org

GENERAL MANAGER JOB DESCRIPTION

The General Manager (GM) is responsible for supporting the mission and vision of St. George’s Golf & Country Club. This executive has operational management authority over the daily operations of the Club, as well as establishing short- and long-term organizational goals, objectives, plans, and policies, made in conjunction with the Board and its strategic vision and mission statement. This dynamic individual will work with the Board of Directors and Committees to lift St George’s to another level of service motivating staff to excel in everything they do. The individual must be driven in the view that the status quo is never good enough.

The GM reports to the Board of Directors through the Chair of the Board. The Board of Directors consists of twelve elected members, four of whom are elected by the members of the Club each year for a three-year term. Standing committees are: Facilities, Finance, Audit & Risk, Golf Activities, Golf Course, Governance, Handicap, Ladies Captain’s, Membership and Men’s Captain’s.

The new GM must be professional and highly respectful in their personal style, demeanor and presence, and someone who recognizes and is comfortable interacting with all demographics of members, staff and other constituents who contribute to the success of the club. Visibility and name recognition are basic foundations of such success and this style must be a critical competency of the top executive. He/she must be able to clearly and intuitively “walk the talk,” exemplifying how to perpetuate a true top “Club Experience” commensurate with what is one of the top golf clubs in North America.

SUMMARY OF POSITION AND KEY RESPONSIBILITIES:

- Manages all aspects of the Club including its activities and the relationships between the Club and members, guests, employees, community, government and industry
- Develops the quality standards, processes and procedures for the Club's products and services and ensures the management processes are in place to ensure maximum member satisfaction
- Directs a staff of up to 185 full time and seasonal team members in the peak season
- Has full P&L responsibility and is counted upon to drive Club Operations in pursuit of excellence
- Coordinates and administers the Club's policies as defined by its Board of Directors
- Contributes to, and executes the Strategic Plan for the Club (facilities, golf course, membership, etc.)
- Develops operating policies and procedures and directs the work of all department managers
- Develops and implements the Club's annual business plan including the annual budget
- Secures and protects the Club's assets, including facilities and equipment
- Attends meetings of the Club's Board of Directors
- Is a visible, approachable, and selfless leader for both Members and Staff
- Coordinates and serves as ex-officio member of all Board Committees

ADDITIONAL RESPONSIBILITIES:

- Participates in outside activities appropriate to enhance the prestige of the Club.
- Maintains a membership with the Club Managers Association and other professional associations. Attends selected conferences, workshops and meetings to keep abreast of current information and developments in the field

CANDIDATE QUALIFICATIONS

A minimum of 10 years of progressive management experience in a well-regarded private golf or golf-centric club or a sitting GM of a premiere golf or country club known for great golf.

The ideal candidate should have a high Golf IQ, possess exceptional financial and budgeting acumen, strong food & beverage experience, a history of successfully working with a Board of Directors, as well as the energy and genuine desire to interact with the membership on a professional and hospitable level. The candidate must have a proven record of strong operational management skills, will have impeccable attention to detail and a proven history of providing outstanding member experiences.

A true appreciation for and experience in the regular investment in the core activity of golf course management and golf operations is necessary for success. Experience in significant major tournament planning and execution is a plus.

EDUCATIONAL AND CERTIFICATION QUALIFICATIONS

A Degree in Golf or Hospitality Management or equivalent is preferred, as are club industry certifications.

SALARY & BENEFITS

Salary is open and commensurate with qualifications and experience. The club, along with the typical CMAA benefits, offers a bonus and benefit package.

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.

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 Marc Guay, Search Chairman, and clearly articulate why you want to be considered for this position at this stage of your career and why St. George's Golf and Country Club and the Etobicoke 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 September 1, 2020. Candidate selections will occur mid-September with first Interviews expected in late September 2020 and second interviews a short time later. The new candidate should assume his/her role in October 2020.

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

“Last Name, First Name - Resume” &

“Last Name, First Name - Cover Letter, Diablo Country Club”

(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 Holly Weiss: holly@kkandw.com

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