

Lead a Legacy:
General Manager Opportunity
Shawnee Country Club | Lima, Ohio



A Cornerstone of Community Since 1904



Private,
Member-
Owned Club



Strong Multi-
Generational
Ties



Governed by a
Volunteer Board
of Directors

Founded in 1904, Shawnee Country Club is a private 501(c)(7) member-owned country club with approximately 350 members that serves as a cornerstone of the Lima, Ohio community.

We are defined by a traditional country club experience grounded in camaraderie, quality service, and pride of membership.



The Shawnee Experience: Premier Amenities for Every Generation



18-Hole Golf Course
& Practice Facilities



Clubhouse with Dining
and Bar Operations



Event and
Banquet Space



Tennis Facilities



Swimming Pool



Full-Service Food & Beverage
(Seasonal & Year-Round)

The Leadership Opportunity Awaits

Shawnee Country Club seeks a hands-on, relationship-driven General Manager to lead all aspects of club operations.

Key Mandates:

- ✓ Strengthen operational discipline and financial controls.
- ✓ Build and retain a motivated, service-oriented staff.
- ✓ Foster productive relationships with the Board and committees.
- ✓ Enhance the overall member experience while respecting the Club's traditions.
- ✓ Serve as a visible, trusted leader within the Club and the Lima community.



Lead the Legacy: General Manager, Shawnee Country Club

The Opportunity: Shape the Future of the Club

The Ideal Candidate: Profile for Success



Lead a Historic, Member-Owned Club

Oversee all departments including golf, dining, tennis, pool, and events.

Experienced Private Club Leader

Proven success as a GM or AGM with experience working with volunteer boards.



Drive Financial & Operational Excellence

Manage annual budgets, ensure strong fiscal controls, and enhance service consistency.

Hands-On People Manager

Possesses strong financial acumen and a talent for motivating and retaining staff.



Build a Strong Team & Member Community

Foster a service-driven culture and serve as a visible, trusted leader.

Measures of Success (First 18-24 Months)

Stabilize staffing, improve financial clarity, and increase member confidence in leadership.



The Anatomy of Our Next Leader: Professional Profile



Experience

General Manager or Assistant General Manager experience in a private club environment.



Governance

Demonstrated success working with a volunteer Board.



Finance

Strong financial acumen and operational discipline.



Leadership

Proven people leader with a hands-on management style.



Community

Comfortable living and working in a rural or small-market community.

The Vision for Success: Your Impact in the First 18–24 Months

✓ Stabilized staffing with improved morale and retention.

✓ Strong, trusted working relationships with the Board and committees.

✓ Clear, actionable plans for ongoing facility and service improvements.

✓ Improved operational consistency and financial clarity.

✓ Increased member confidence in club leadership.

A Partnership of Value: Compensation & Benefits

Shawnee Country Club is prepared to offer a comprehensive and competitive compensation package to its next General Manager.



Competitive Base Salary



Performance-Based Incentive Potential



Comprehensive Benefits Package



Club Privileges

Reports to: Reports to the Board of Governors and collaborates closely with all Club committees to ensure alignment with the Club's mission and strategic goals.

Position Overview:
The General Manager (GM) serves as the face of Shawnee Country Club and its senior-most leader, overseeing all departments while fostering a culture of excellence, hospitality, and community. The GM is responsible for driving member satisfaction, ensuring operational efficiency, and leading the strategic vision of the Club to promote member retention and sustained growth.

Reports to: Reports to the Board of Governors and collaborates closely with all Club committees to ensure

Interested candidates please submit your interest and the required documents below to:

Gail Steffen, Interim Club Specialist / Consultant to the Board of Governors

Position Overview:
The GM **Gails@shawneecountryclub.com** Shawnee Country Club and its senior-most leader, overseeing all departments while fostering a culture of excellence, hospitality, and community. The GM is responsible for driving member satisfaction, ensuring operational efficiency, and leading the strategic vision of the Club to promote member retention and sustained growth.

- A professional resume
- Two professional references

All inquiries and submissions will be handled with the utmost confidentiality

Reports to: Reports to the Board of Governors and collaborates closely with all Club committees to ensure alignment with the Club's mission and strategic goals.

APPENDIX:

I. General Manager Job Description

The General Manager (GM) serves as the face of Shawnee Country Club and its senior-most leader, overseeing all departments while fostering a culture of excellence, hospitality, and community. The GM is responsible for driving member satisfaction, ensuring operational efficiency, and leading the strategic vision of the Club to promote member retention and sustained growth. Reports to: Reports to the Board of Governors and collaborates closely with all Club committees to ensure alignment with the Club's mission and strategic goals.

II. Profile of Shawnee Country Club

The General Manager (GM) serves as the face of Shawnee Country Club and its senior-most leader, overseeing all departments while fostering a culture of excellence, hospitality, and community. The GM is responsible for driving member satisfaction, ensuring operational efficiency, and leading the strategic vision of the Club to promote member retention and sustained growth.

Key Responsibilities:

1. Club Operations Management

Oversee day-to-day operations across all departments, including golf, food & beverage, pool, tennis, fitness, and facilities. Ensure facility cleanliness, safety, and maintenance standards are consistently met. Monitor member usage and satisfaction levels to adjust programming and amenities as needed.

Key Responsibilities:

1. Club Operations Management

Oversee day-to-day operations across all departments, including golf, food & beverage, pool, tennis, fitness, and facilities. Ensure facility cleanliness, safety, and maintenance standards are consistently met. Monitor member usage and satisfaction levels to adjust programming and amenities as needed.

General Manager Job Description

Reports to: Board of Governors

Supervises:

Controller, HR Manager, Head Golf Professional, Golf Course Superintendent, Executive Chef, Food and Beverage Manager, Facilities Manager, administrative staff and others as applicable

Position Overview:

SCC is seeking a leader who is willing to make a long-term commitment to grow with the Club and assist in increasing membership, driving financial stability and delivering an enhanced member experience. The GM serves as the face of Shawnee Country Club and is its senior-most leader, overseeing all departments and the Board of Governor's relationship while fostering a culture of service excellence, hospitality, and community. Responsible for driving member satisfaction and operational efficiency.

Education and Experience:

- Bachelor's degree desired
- Willingness to maintain membership with the Club Manager's Association of America (CMAA)
- Leadership experience as an Assistant General Manager or General Manager at an organization that required customer service leadership and management of multi-disciplinary operations.
- Experience working with volunteer boards and committees and community organizations

General Manager Job Description

Job Knowledge, Core Competencies and Expectations

- Honesty, integrity, accountability, leadership and dedication
- Ability to inspire and motivate others and earn respect of members, employees and community
- Strong customer service background and skill set
- Display professional conduct at all times in representing the club positively
- Diplomatic, tactful, and firm when dealing with member constituents
- Excellent communicator and strong manager able to articulate the Club's vision
- Ability to set goals, delegate, coach, and manage cross functional teams
- Financial acumen and ability to establish and drive strong financial results
- Strategic thinker with sound judgment and strong financial aptitude
- Knowledge of and ability to perform required role during emergency situations
- Adaptive leader able to pivot in response to member needs, staff challenges, and operational demands
- Demonstrates a willingness and ability to learn private club culture, governance structures, and the membership-based business model while honoring established traditions and values.
- Demonstrates visible leadership by being present during high-impact member events and interactions while appropriately delegating operational responsibilities

General Manager Job Description

Key Responsibilities:

1. Club Operations Management

- Oversee day-to-day operations of all departments, including golf, grounds, food & beverage, pool, tennis, fitness, facilities, and administrative functions.
- Ensure facility cleanliness, safety, and maintenance standards are consistently met.
- Monitor member usage and satisfaction levels to adjust programming and amenities as needed.

2. Member Services and Relations

- Act as the primary point of contact for member inquiries, concerns, and feedback.
- Develop initiatives to enhance member satisfaction and retention.
- Organize member events, social activities, and tournaments that align with club values.

3. Staff Leadership and Development

- Recruit, train, and develop a skilled, member-focused team.
- Manage performance, provide coaching, and support professional development for staff.
- Foster a positive, collaborative work environment with clear communication and expectations.

General Manager Job Description

Key Responsibilities:

4. Financial Management

- Prepare and manage annual budgets, focus on revenue growth and cost control and efficiencies.
- Monitor financial performance against targets, adjusting operations to meet goals.
- Oversee billing, collections, payroll, and other financial processes in compliance with club policies.

5. Programming and Club Development

- Works closely with department leaders on program design and implementation of diverse club programming including dynamic golf, food and beverage, pool, tennis, fitness, and youth programs.
- Partner with program directors to ensure quality and variety in club offerings.
- Continuously evaluate and update services based on industry trends and member feedback.

6. Marketing and Membership Growth

- Develop and implement marketing strategies to attract new members.
- Build and maintain strong relationships within the local community to enhance club visibility.
- Lead club tours, oversee membership sales efforts, and engage with prospective members.

General Manager Job Description

Key Responsibilities:

7. Compliance and Risk Management

- Ensure all operations comply with applicable laws, regulations, and industry standards.
- Implement safety protocols, emergency procedures, and member conduct policies.
- Reduce club risk and exposure to liability

8. Governance

- Ability to work closely with Board on developing strategic vision and its implementation.
- Maintain open communication and transparency between Board and management
- Work with volunteer Committee of the Board to further the Club's mission and operating objectives

Other Attributes:

- Public speaking at meetings and events
- Ability to work indoors and outdoors in varying temperatures
- Knowledge of innovative technology solutions to elevate club services and member experiences
- Proactive and able to identify and resolve issues before they escalate.

Profile of Shawnee Country Club

- Approximately 350 members among a variety of membership classifications
- Newly renovated 2-level Clubhouse
 - Main level includes Covered Porte Cochere, Entrance Foyer, Pub, Dining Room, Outdoor Covered Patio, Main Kitchen, Wine Lockers, Banquet spaces with separate entrance
 - Lower level includes Golf Pro Shop, Cart Barn and club storage, Men's Locker Room and Grill Room, Women's Locker Room and Lounge, Fitness Center, Facility Management, dry, refrigerated, and frozen storage and other service and storage areas.
- 18-hole golf course designed by Tom Bendelow which uses the natural rolling hills for a beautiful and challenging course with premier conditioning and narrow fairways. Complete practice facilities and PGA professional on staff.
- Olympic-size swimming pool opened spring of 2018 featuring zero-entry, two slides, splash pad, lap lanes, children's swimming area, fully furnished outdoor deck and snack shop.
- 4 hard surface tennis courts and 1 pickleball court located in proximity to the pool and snack shop
- Year-round programming, events and activities throughout all available amenities

1. Club Operations Management

Oversee day-to-day operations across all departments, including golf, food & beverage, pool, tennis, fitness, and facilities. Ensure facility cleanliness, safety, and maintenance standards are consistently met. Monitor member usage and satisfaction levels to adjust programming and amenities as needed.