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GENERAL MANAGER PROFILE:
BUTTERFIELD COUNTRY CLUB
OAK BROOK, IL

GENERAL MANAGER OPPORTUNITY AT BUTTERFIELD COUNTRY CLUB

An opportunity exists for a new General Manager to lead Butterfield Country Club, located in Chicago's western suburbs. Established in 1920, Butterfield combines a rich history and generations of member traditions with an exceptional 27-hole golf experience. Meaningful improvements to its amenities reflect a commitment to enhancing Club life while preserving its distinctive character and strong sense of community. This is a compelling opportunity for an accomplished executive to build on that investment, further elevate the member experience, and guide the Club's continued evolution.

The successful candidate will combine executive presence and sound business judgment with engaged, visible leadership throughout the Club. Approachable, confident, and an effective communicator, the GM/COO will inspire a collaborative, accountable leadership team. Working in partnership with the Board, this individual will support the thoughtful evolution of governance through trust, clear roles, and shared expectations, strengthening alignment between strategic direction and operational leadership. A proactive mindset, attention to detail, and consistent follow-through will be essential, as will the ability to anticipate needs, make thoughtful decisions, and foster a culture of attentive service and continuous improvement across the entire operation.

Click here to view a brief video about this opportunity.

ABOUT BUTTERFIELD COUNTRY CLUB

Established in 1920, Butterfield Country Club is a private club in Oak Brook, Illinois, providing its members, families, and guests with exceptional golf, racquet, aquatic, social, and athletic amenities. With a longstanding tradition of excellence, the Club offers a welcoming environment and a variety of recreational, dining, and social opportunities for members of all ages. Each recreational area features programs for family members of all ages and skill levels, with activities scheduled throughout the year.

Golf is central to the Butterfield experience. Originally designed by renowned golf course architect William Langford during the Golden Age of Golf, the Club features a challenging twenty-seven-hole layout consisting of three nine-hole courses with rolling fairways and undulating greens. Practice facilities include a driving range, two putting greens, two chipping greens, and an indoor golf facility featuring two state-of-the-art simulators and a teaching bay. Members also enjoy private and group instruction, women's and men's leagues, custom club fitting, junior golf, an established caddie program, tournaments, interclub events, and numerous social golfing opportunities.

The Club's social and dining offerings provide a variety of experiences, with several distinct dining environments throughout the clubhouse. The Butterfield Room offers a more formal dining experience, while the Grill Room welcomes families and members seeking a relaxed, casual meal. The Pub and Pub Patio provide additional settings for casual lunch and dinner. The culinary team emphasizes high-quality ingredients, superb food, fine wines, custom cocktails, and craft beers. The Club also offers banquet and event facilities for weddings, corporate functions, dinner parties, business meetings, and social gatherings, supported by customized menus, elegant surroundings, and professional service.

Additional recreational amenities include a fitness facility, three tennis courts, four paddle tennis courts, and four newly installed pickleball courts. The swimming complex features a large, heated pool, a separate baby pool, and diving boards, with opportunities for lap swimming, swimming and diving instruction, and competition. Poolside dining, locker rooms, and shaded gathering areas further enhance the summer experience.

BUTTERFIELD COUNTRY CLUB BY THE NUMBERS

- At present, there are approximately 841 members in all categories
- $140,000 Initiation fee for Regular Golf membership
- $5.2M Annual dues for full member category
- Approximately $18.1M gross revenues
- Approximately $6M F&B volume
- 72 Employees (FTE), 146 in-season
- Approximately 27,000 rounds of golf played annually
- Club accounting and POS system is Clubessential
- Average age of members is 56 years of age

BUTTERFIELD COUNTRY CLUB WEBSITE: www.butterfieldcc.org

GENERAL MANAGER – POSITION OVERVIEW

The General Manager reports to the Club President and Board of Managers and is responsible for the overall leadership, administration, and management of Butterfield Country Club. Working in close partnership with the Board, the GM translates the Club's strategic direction and established policies into coordinated operational plans, ensuring that all departments advance shared goals and consistently deliver an exceptional member experience. The position oversees the Club's leadership team and all aspects of operations, including golf, dining, catering and events, racquets, aquatics, facilities, finance, membership, and communications.

The GM provides engaged, visible leadership, establishing clear expectations and empowering department heads while holding them accountable for performance, collaboration, and service excellence. This executive is responsible for developing and administering annual operating and capital budgets, monitoring financial performance, safeguarding Club assets, and guiding long-range planning, facility maintenance, and capital improvements. Sound financial controls, effective personnel policies, employee development, and compliance with applicable laws and safety standards are integral to the role.

As a principal connection among the Board, committees, employees, and membership, the GM maintains open communication, provides timely reports and recommendations, and builds trust through accessibility, sound judgment, and consistent follow-through. The position directs membership engagement and programming, represents the Club within the community and industry, and continually evaluates opportunities to improve operations and elevate Club life. A proactive approach and attention to detail are essential to anticipating needs, resolving concerns, and sustaining Butterfield's standards across the entire operation.

INITIAL PRIORITIES OF THE NEW GENERAL MANAGER

- Build relationships with members, employees, the Board, and committees to understand Butterfield's traditions, strengths, and opportunities. Establish trust through visible leadership, thoughtful listening, and consistent follow-through.
- Assess team capabilities, organizational structure, and HR practices. Empower department heads and strengthen collaboration, accountability, employee development, and retention.
- Elevate the member experience across dining, golf, recreation, and social programming through attentive service, consistent standards, training, and attention to detail.
- Strengthen internal and member communications, using feedback to measure satisfaction and guide meaningful improvements.
- Partner with the Board and committees to align priorities, clarify responsibilities, and support the thoughtful evolution of governance.
- Strengthen financial management and long-range planning, aligning service expectations, staffing, and capital needs with the Club's financial health.
- Evaluate programming, membership demand, and amenity access to address evolving needs while preserving Butterfield's character and traditions.

- Present a "State of the Club" report after ninety (90) days, outlining observations, recommendations, and a prioritized action plan.

CANDIDATE QUALIFICATIONS

The ideal candidate will either be a successful, highly visible General Manager at a club known for exceptional member experiences or be viewed as a club management "up-and-coming superstar" with a minimum of 5 years of highly successful management in a top-tier club.

- Approachable, personable, and visibly engaged with members and employees.
- Confident executive presence with sound judgment, diplomacy, and discretion.
- Proactive and detail-oriented, with strong accountability and consistent follow-through.
- Effective communicator who listens thoughtfully and addresses issues directly.
- Collaborative team builder who develops, empowers, and retains talented employees.
- Committed to a positive workplace culture built on respect and shared expectations.
- Focused on elevating the member experience through attentive, consistent service.
- Strong food and beverage expertise, with an emphasis on quality and execution.
- Excellent financial, budgeting, and business management skills.
- Comfortable partnering with the Board and committees while maintaining clear operational leadership.
- Respectful of Club traditions, with the ability to guide thoughtful change.
- Knowledgeable across golf and recreational operations, family programming, and capital planning.

EDUCATIONAL AND CERTIFICATION QUALIFICATIONS

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

EMPLOYMENT ELIGIBILITY VERIFICATION

In compliance with federal law, all hired employees must verify their identity and eligibility to work in the United States and 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. Salary Range: $260,000- $360,000

INSTRUCTIONS ON HOW TO APPLY

Please upload your resume and cover letter in the order listed using the link below. When prompted for them during the online application process, you should have your documents fully prepared to attach. Please be sure your image is not on your resume or cover letter; it should be used on your LinkedIn Profile.

Prepare a cover letter addressed to the **Butterfield Country Club Search** Committee. Clearly articulate your alignment with this role, why you want to be considered for this position at this stage of your career, and why Butterfield Country Club and the Oak Brook, IL area will benefit you, your family, your career, and the Club if selected.

You must apply for this role as soon as possible but no later than Tuesday, December 15, 2026. Candidate selections will occur in late December, with the first Interviews expected in January 2027 and the second interviews a short time later. The successful candidate should assume their role in spring of 2027.

IMPORTANT: Save your resume and letter in the following manner:
"Last Name, First Name - Resume" &
"Last Name, First Name - Cover Letter – Butterfield"
(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

Lead Search Executives:
Marcie Mills, CCM
Search & Consulting Executive
O: 833-KKW-HIRE, ext. 716
M: 484-577-6762
marcie@kkandw.com

Kurt D. Kuebler, CCM, CMAA Fellow
Partner
O: (833) KKW-HIRE, ext. 701
M: (407) 864-6798
kurt@kkandw.com

CANDIDATE APPLICATION AND SECURITY NOTICE - KK&W is the exclusive search firm for this position. Candidates are encouraged to apply directly through the official position profile on the KK&W website.

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