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Assistant General Manager
White Eagle Golf Club
Naperville, Illinois

www.whiteeaglegc.com

Watch a short video here.

The Organization

Founded in 1989, White Eagle Golf Club is a full-service, member-owned private golf club located in Chicago's southwest suburb of Naperville, Illinois. The mission of the Club is to provide premier private athletic and social experiences for its 500+ members, their families and guests by offering high-quality services and facilities complete with exceptional Midwestern hospitality. Originally designed by Arnold Palmer, the Club offers 27 championship holes of golf (Red 9, White 9 and Blue 9) set on approximately 163 acres and surrounded by an upscale residential community of more than 1,000 homes. In 1995, a 20-year-old amateur golfer named Tiger Woods set the course record for the Red-to-White rotation by firing a 67 from the championship tees, a record that still stands today. In addition to championship golf, Club amenities include an Olympic-size swimming pool, four platform tennis courts and three pickleball courts.

MEMBERSHIP DETAILS

- **Number of Board Members:** 13
- **Number of Standing Committees:** 9
- **Current Membership:** Golf 355 (full), Social Sport 133 (two away from full)
- **Gross Dollar Volume**: $10.7M
- **Annual Food Revenues:** $1.7M
- **Annual Beverage Revenues:** $1.6M
- **% of Food, Member Business vs Banquet:** 16%
- **Average Member Age:** 54
- **Number of Employees (FTE):** 82
- **Number of Employees in Season**: 173
- **Golf Rounds Per Year:** 26,900

Position Overview

The Assistant General Manager (AGM) partners with the General Manager/COO to guarantee seamless club operations and outstanding member satisfaction. This prominent leadership position involves direct oversight across all club activities, with a specific emphasis on food and beverage services, events, programming, communications and membership engagement. The AGM is responsible for managing department heads, encouraging cross-team collaboration and fostering operational excellence that aligns with the club's welcoming and community-oriented culture. In the absence of the GM/COO, the AGM assumes full authority for managing all aspects of club operations. This position is designed to prepare the right candidate for a General Manager/COO role as their next career progression.

Responsibilities

ESSENTIAL FUNCTIONS

- Oversee daily operations across all departments to ensure seamless service and optimal member and guest satisfaction.
- Develop, implement and monitor policies and procedures that align with the Club's core mission and high service standards.
- Maintain a visible and engaging presence throughout the Club, fostering strong relationships with members and staff to proactively anticipate needs.
- Collaborate with the GM and senior leadership on operating and capital budgets, strategic planning and capital improvement projects.

FOOD & BEVERAGE

- Manage financial performance, ensure regulatory compliance and lead F&B teams to maintain exceptional service standards and guest satisfaction.
- Direct comprehensive F&B operations, spanning fine dining, casual outlets, poolside services and large-scale banquets and special events.
- Collaborate closely with the Executive Chef and F&B management team to develop consistent, high-quality, member-centric dining experiences.
- Oversee the development, planning and flawless execution of all member events and private functions, enhancing Club culture through innovative planning.

MEMBERSHIP

- Develop and implement strategic membership initiatives for recruitment, engagement and retention in partnership with the Membership Coordinator.
- Ensure seamless onboarding and cultivate strong foundational connections with new members through proactive engagement.
- Oversee communications to ensure consistent branding, timely updates and effective promotion of Club activities.
- Partner with the Membership Coordinator to enhance member interaction through member communications, social media and other digital platforms.

FINANCE

- Drive financial planning by assisting in the development of budgets, monitoring departmental performance metrics and preparing comprehensive financial reports.
- Implement strategic financial controls and direct necessary corrective actions across operations to ensure the consistent achievement of fiscal targets.
- Synthesize key performance metrics and departmental progress into regular, concise updates for the GM and executive leadership.

CULTURE

- Provide guidance and inspiration to department managers and line employees to promote collaboration and responsibility.
- Oversee the recruitment, professional development and long-term retention of exceptional team members.
- Cultivate an environment that prioritizes outstanding service, continuous learning and active participation by all team members.
- Address and resolve personnel matters, including performance issues, formal complaints and career advancement discussions, as they arise.

TRAITS & SKILLS

- A polished professional and proactive leader who employs a hands-on, service-driven management style across both formal and informal settings.
- Expert ability to engage effectively with all levels of the organization, from team members and senior management to the club's diverse membership and leadership.
- Acts as a mentor and encourages career growth.
- Proven capability to inspire, train and manage large service teams in high-end hospitality settings.
- An innovator who is forward-thinking and dedicated to bringing fresh ideas that enhance programming and overall service offerings.
- Leads with humility, empathy and respect while actively fostering a strong culture of servant leadership and accountability within the team.

Qualifications and Experience

- Minimum of five years of progressive leadership experience in food and beverage operations, preferably within a high-end private club or similar environment.
- Proven experience leading and growing vibrant clubhouse operations by expanding revenues, controlling costs and meeting budgeted goals.
- Financial acumen, including cost control, budget development and forecasting.
- A patient and professional demeanor with excellent verbal and written communication skills.
- Proficiency in Microsoft Office, spreadsheets, POS systems (Clubessential preferred), event management software, membership database management and report preparation.
- Possesses a good sense of humor with the ability to have fun.

- A Bachelor's degree in Hospitality Management, Business or a related field is preferred. However, substantial private club or hospitality experience will be considered in lieu of a degree.
- CMAA membership and pursuit of the Certified Club Manager (CCM) designation are desired.
- Aspires to progress to a GM/COO role.

Competitive Compensation

Salary is commensurate with qualifications and experience. White Eagle Golf Club offers an excellent benefits package, including:

- Medical, Dental, Vision and Life Insurance
- 401(k) Retirement Plan with Club Match
- Paid Time Off
- Professional Development
- Excellent Bonus Potential

To be Considered

PLEASE SUBMIT A COVER LETTER AND RESUME

In compliance with federal law, all persons hired will be required to verify identity and eligibility to work in the United States and complete the required employment eligibility verification form upon hire. Qualified professionals are invited to submit a current résumé and a thoughtful cover letter addressed to:



Scott McNett
Managing Principal

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