



RCS Hospitality Group
a new generation of hospitality management
2827 Midway Rd SE Ste 106 - #231
Bolivia, NC 28422
www.consultingRCS.com

Position Available:

DIRECTOR OF HOSPITALITY & MEMBER EXPERIENCE

Max McGraw Wildlife Foundation

Dundee, Illinois

For more than 65 years, Max McGraw Wildlife Foundation has been a leader in conservation and a destination for those who share a connection to nature and the outdoors. Located approximately 40 miles northwest of Chicago in Dundee, Illinois, McGraw's 1,250-acre campus encompasses lakes and ponds, wetlands, prairie, mature woodlands, and abundant native wildlife.

McGraw's mission is "to drive innovation and entrepreneurial thought in conservation." The Foundation connects research and recreation, technology and tradition, and education and advocacy to advance practical, forward-thinking approaches to conservation.

Through research partnerships, outdoor recreation, conservation education, and its nationally recognized Conservation Leaders for Tomorrow program, McGraw brings together members, guests, families, students, researchers, donors, and conservation leaders around a shared commitment to conservation and America's outdoor heritage.

Hospitality is an important part of that experience.

POSITION OVERVIEW

Max McGraw Wildlife Foundation is seeking an experienced, thoughtful, and highly collaborative Director of Hospitality & Member Experience to lead the Foundation's hospitality operations and create a consistently exceptional experience for members and guests.

Reporting directly to the Chief Operating Officer, the Director will serve as a senior operational leader with responsibility for Hospitality, Food & Beverage, Lodging, Housekeeping, Reservations, Events & Meetings, Merchandise, Maintenance, Facilities, and Landscaping. Direct oversight of all operations of Pond Cottage, Pepper Pavilion and the Log Cabin

This position represents a significant evolution of McGraw's existing Director of Hospitality role. Beyond leading individual operating functions, the Director will connect them into a cohesive member and guest experience and establish Hospitality & Member Experience as the central operational hub for guest-facing activities across the Foundation.

Regardless of which department originates an event, reservation, meeting, educational program, sporting activity, or other gathering, Hospitality & Member Experience will help coordinate the operational details necessary for successful execution. The goal is simple: members and guests should experience one McGraw, not a collection of individual departments.

The Director will work closely with multiple department heads, including Fisheries, Outdoor Recreation & Habitat Conservation Education, Finance & HR, the executive team, and other Foundation stakeholders to ensure information moves effectively between departments and guest needs are anticipated and coordinated.



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Pond Cottage will serve as a central point for hospitality and guest activity coordination, supported by clear systems, calendars, communication practices, and service standards that allow the organization to plan proactively rather than reactively.

This position requires a leader who moves comfortably between strategy and execution, someone equally capable of developing budgets and operating systems, coordinating complex Foundation events, walking facilities with the maintenance team, evaluating dining service, engaging personally with members and guests, and coaching employees.

The successful candidate will bring a genuine hospitality mindset to McGraw's distinctive mission-driven environment and understand that exceptional hospitality extends well beyond food and beverage. It is the thoughtful coordination of people, places, communication, and operational details that allows the member and guest experience to feel effortless.

CANDIDATE PROFILE

McGraw is seeking an accomplished hospitality leader who combines sophisticated service instincts with strong operational and financial discipline. The successful candidate will naturally see the connections between departments and understand that exceptional member and guest experiences depend as much upon thoughtful coordination behind the scenes as they do upon visible service.

The ideal candidate will be:

- **Hospitality-minded and visible.** A gracious, confident professional who genuinely enjoys engaging with members, guests, and employees and maintains an active presence throughout the operation.
- **Collaborative.** A relationship builder who works effectively across departmental lines and recognizes that success at McGraw requires shared purpose rather than operational silos.
- **Highly organized and proactive.** An operator capable of managing numerous moving parts, anticipating needs, and establishing systems that create clarity and consistency.
- **Strategic and hands-on.** A leader who can think broadly, develop plans and systems, and willingly step into the operation when circumstances require it.
- **Financially astute.** Comfortable with budgets, P&Ls, capital planning, cost controls, operational reporting, and responsible stewardship of Foundation resources.
- **Accountable and developmental.** A leader who establishes clear expectations, follows through on commitments, coaches others, and respectfully holds teams accountable.
- **Adaptable and resourceful.** Calm when plans change and able to respond effectively to unexpected operational or guest needs without creating unnecessary formality or bureaucracy.
- **An effective communicator.** Someone who creates clarity, encourages communication across teams, and builds practical systems, SOPs, calendars, and processes that support execution.
- **Committed to personalized service.** A leader who recognizes individual member preferences while creating sustainable systems that allow personalized hospitality to be delivered consistently.
- **Grounded in integrity and sound judgment.** A professional who demonstrates discretion, credibility, humility, and unquestioned integrity.
- **Connected to McGraw's mission.** Someone who appreciates conservation, outdoor recreation, and America's sporting traditions and is energized by the opportunity to support them through exceptional hospitality.

McGraw values a solutions-oriented, "get to yes" leader who can wear many hats, build shared purpose, and contribute to a high-performing yet relaxed professional environment.



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KEY RESPONSIBILITIES

Leadership & Member Experience

The Director will establish and champion a consistent philosophy of hospitality throughout McGraw, ensuring the member and guest experience reflects the Foundation's culture, mission, and standards.

Key responsibilities include:

- Create and uphold service standards across all guest-facing areas of the Foundation.
- Serve as a visible, approachable leader who regularly engages with members, guests, prospective members, donors, program participants, and employees.
- Evaluate the member and guest journey and identify opportunities to improve communication, service, convenience, and overall experience.
- Anticipate member and guest needs and establish systems that support thoughtful, consistent service.
- Personally address significant member and guest concerns and ensure appropriate follow-through.
- Promote a culture of gracious hospitality, accountability, teamwork, professionalism, and continuous improvement.
- Partner with the COO and senior leadership team to align Hospitality & Member Experience priorities with McGraw's broader strategic objectives.

Cross-Department Event Coordination

Hospitality & Member Experience will serve as the central operational point of coordination for events and guest activities across McGraw, regardless of which department originates the reservation, program, or activity.

The Director will:

- Establish and maintain a comprehensive master calendar of Foundation events, meetings, programs, member and employee activities, and other functions.
- Create processes that ensure departments receive timely, accurate information and understand their responsibilities for upcoming activities.
- Lead operational coordination for events involving multiple departments, ensuring clear ownership and seamless execution.
- Coordinate guest requirements including lodging, food and beverage, meeting spaces, recreational activities, transportation, technology, room and event setup, facility needs, vendors, and special requests.
- Confirm operational details across departments so members and guests experience a coordinated process rather than managing multiple McGraw contacts.
- Establish Pond Cottage as a central coordination point for guest-facing activities.
- Maintain appropriate event documentation, including Certificates of Insurance, permits, contracts, and vendor requirements.
- Conduct appropriate post-event follow-up and use lessons learned to strengthen future execution.

Food & Beverage Operations

The Director will provide strategic and operational leadership for McGraw's food and beverage program, including à la carte dining, meetings, catered functions, and special events.

Responsibilities include:

- Lead and develop the culinary and front-of-house teams while promoting strong communication and collaboration between them.
- Establish and maintain consistent standards for food, beverage, presentation, and service.



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- Collaborate with the Chef and hospitality leadership on menus, seasonal offerings, Foundation events, and special programming.
- Balance quality and member expectations with operational efficiency and responsible financial stewardship.
- Evaluate service procedures and identify opportunities to continually enhance the dining experience.
- Establish and maintain appropriate controls for purchasing, receiving, inventory, pricing, revenue, costs, and POS systems.
- Maintain a visible leadership presence during dining periods and significant Foundation events; this position is expected to be an active participant in the F&B Operation.

Pond Cottage, Lodging & Housekeeping

The Director will have overall responsibility for Pond Cottage operations and financial performance, including dining, lodging, meetings, housekeeping, and guest services. The Pepper Pavilion and Log Cabin are additional venues under the Pond Cottage umbrella oversight.

Responsibilities include:

- Ensure Pond Cottage consistently reflects McGraw's standards for hospitality, cleanliness, presentation, maintenance, and organization.
- Oversee lodging operations, housekeeping standards, room preparation, servicing, and inspection procedures.
- Coordinate lodging requirements with reservations, meetings, events, and Foundation programming.
- Ensure guest rooms, dining and meeting areas, outdoor spaces, and surrounding guest-facing areas are properly prepared and maintained.
- Establish staffing models appropriate to occupancy, reservations, events, seasonal activity, and operational needs.
- Monitor Pond Cottage financial and operational performance and maintain appropriate controls.
- Identify opportunities to improve Pond Cottage's use, efficiency, presentation, and overall guest experience.

Facilities, Maintenance & Landscaping

The Director will provide leadership and oversight for Maintenance, Facilities, and Landscaping, ensuring McGraw's buildings and guest-facing environments are safe, functional, attractive, and well maintained.

Responsibilities include:

- Lead facilities, maintenance, and landscaping personnel and establish clear priorities and accountability.
- Review Current preventive maintenance programs and inspection schedules and make recommendations.
- Prioritize maintenance needs based on safety, operational requirements, guest impact, and budget.
- Coordinate facility requirements associated with meetings, events, lodging, dining, and recreational activities.
- Develop and oversee appropriate capital plans and facility improvement projects within the Director's areas of responsibility.
- Support the Maintenance Department as needed to solicit and evaluate vendor bids and manage outside contractors as appropriate.
- Ensure the presentation of McGraw's grounds and facilities complement the Foundation's standards and natural environment.
- Collaborate with other departments where responsibilities or projects intersect.

Reservations & Guest Communications

The Director will oversee the reservation process and create a coordinated experience from the member or guest's initial inquiry through departure.



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Responsibilities include:

- Evaluate and improve reservation systems, workflows, and communication practices.
- Ensure reservation information, guest preferences, changes, and special requests are accurately documented and communicated to the departments responsible for execution.
- Establish clear standards and accountability for confirmations, changes, internal communication, and follow-through.
- Coordinate lodging, dining, meetings, activities, and other services as part of a unified reservation experience.

Team Leadership & Organizational Culture

The Director will build, develop, and lead a professional, service-oriented team capable of consistently delivering McGraw's standards.

Responsibilities include:

- Recruit, hire, train, coach, develop, and retain high-quality team members.
- Establish clear roles, expectations, service standards, staffing levels, schedules, and accountability.
- Conduct performance evaluations and provide consistent feedback and coaching.
- Identify professional development opportunities, build leadership capabilities, and support succession planning.
- Establish effective communication practices, including departmental meetings and pre-shift briefings.
- Help employees understand how their individual roles contribute to the overall McGraw experience.
- Foster strong, productive relationships between Hospitality & Member Experience and other Foundation departments.

Financial Management & Business Administration

The Director will provide disciplined financial stewardship across the areas under their leadership.

Responsibilities include:

- Develop and manage departmental operating and capital budgets, including Pond Cottage financial performance.
- Monitor revenue, expenses, labor, purchasing, inventory, and operating costs and identify trends, concerns, and opportunities.
- Establish and maintain appropriate controls for revenue, purchasing, inventory, pricing, billing, and financial accountability.
- Review vendor contracts, bids, and cost proposals.
- Partner closely with the Vice President, Finance & HR on budgeting, reporting, controls, and administrative requirements.
- Complete required credit card, check review, and financial documentation processes.
- Maintain appropriate event, occupancy, sales, and operational reporting.

Administrative & Office Operations

Hospitality & Member Experience will support organization-wide administrative responsibilities that intersect with operations and the employee and member experience.

Responsibilities include:

- Coordinate organization-wide CPR, AED, First Aid, and other required safety training, including certification and renewal schedules.



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- Coordinate the employee events calendar and operational support for employee activities.
- Support records management, office administration, and operational projects as assigned.
- Evaluate administrative processes and develop policies, procedures, checklists, and systems that improve efficiency and accountability.
- Review weekly member communications regarding upcoming events and activities to ensure schedules, availability, and operational details are accurate.
- Spearhead the prospective member process, including paperwork, tours, and onboarding.

Merchandise & Retail

The Director will oversee McGraw's merchandise and retail operations, including:

- Purchasing, inventory, pricing, presentation, and POS administration.
- Staff uniform programs, as appropriate and in collaboration with other departments.
- Opportunities to enhance merchandise offerings while maintaining appropriate financial controls.

QUALIFICATIONS

The successful candidate should possess:

- A bachelor's degree in Hospitality Management, Business Administration, Club Management, Hotel/Resort Management, or a related discipline; significant relevant professional experience may be considered in lieu of a degree.
- Approximately 10+ years of progressive hospitality or related operational leadership experience, including substantial senior management responsibility.
- Demonstrated experience leading multiple operational functions and high-performing teams.
- Strong food and beverage experience, along with experience in events, meetings, lodging, guest services, or comparable hospitality operations.
- Demonstrated financial management experience, including P&L responsibility, budgeting, forecasting, cost controls, and operational reporting.
- Strong knowledge of service standards and hospitality best practices.
- Excellent written and verbal communication skills.
- Strong technology skills, including Microsoft Office and relevant POS, reservation, event-management, or hospitality systems.
- Experience within a private club, luxury resort, boutique hotel, destination property, family office/private estate, sporting club, high-end conference facility, or similarly personalized hospitality environment is highly desirable.
- The candidate should be prepared to work a varied schedule, including nights, weekends, and holidays.

Professional certifications such as CCM, CMP, CSEP, or CPCE are desirable but not required.

ORGANIZATIONAL RELATIONSHIPS

The Director of Hospitality & Member Experience will report directly to the Chief Operating Officer and serve as one of the Foundation's senior operational leaders.

The Director will work closely with the Chief Operating Officer, Vice President of Finance & HR, and other Foundation Directors to coordinate operational, hospitality, facility, and guest needs across departmental lines.

The Director will provide leadership for functions including:

Hospitality | Food & Beverage | Lodging | Housekeeping | Reservations | Events & Meetings | Merchandise | Maintenance | Facilities | Landscaping



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Success in this position will depend upon strong relationships across the organization and a commitment to shared responsibility for the member and guest experience.

COMPENSATION & BENEFITS

McGraw will offer a competitive compensation package commensurate with the successful candidate's experience and qualifications.

- Salary Range: \$140,000–\$160,000

The Foundation's current benefits package for this position includes health insurance, participation in the Foundation's retirement savings program, generous paid time off, professional development opportunities, and employee activity days that provide opportunities to enjoy the Foundation's property.

A CONNECTION TO THE MISSION & CULTURE

McGraw is not a traditional hotel, resort, country club, or conference center. Hospitality exists in support of a larger mission, and the Director of Hospitality & Member Experience will play an important role in connecting people to that mission.

The successful candidate will appreciate the relationship between hospitality, conservation, outdoor recreation, education, research, and philanthropy and understand how exceptional experiences can strengthen members' and guests' connection to the Foundation.

This individual will embrace McGraw's culture and its extraordinary 1,250-acre setting, recognizing that hospitality here may look different from one day, or one hour, to the next. Members and guests may move from a business meeting to the sporting fields, from a conservation program to dinner, or from an overnight stay to an educational experience. Thoughtful coordination behind the scenes allows each of those experiences to feel seamless.

This is an opportunity for an accomplished hospitality professional to lead something distinctly different: a broad, hands-on operation where exceptional hospitality and the outdoors coexist, and where the quality of the experience directly supports McGraw's mission and relationships.

The position is based on-site at McGraw's Dundee, Illinois headquarters.

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