RCS Hospitality Group
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2827 Midway Rd SE Ste 106 - #231
Bolivia, NC 28422

Position Available:

GENERAL MANAGER/CHIEF OPERATING OFFICER
Oakwood Country Club
Kansas City, MO

Oakwood Country Club seeks an accomplished, hospitality-driven General Manager/COO to lead its operations, develop its people, and deliver exceptional member experience while advancing the long-term financial and operational success of the Club. The successful candidate will combine the presence of a relationship-focused club leader with the business judgment and entrepreneurial perspective appropriate for a privately owned, for-profit club.

WHY OAKWOOD?

Oakwood Country Club offers the opportunity to lead an established private club in the Kansas City area with golf at the heart of the member experience and an array of dining, social, family, and recreational offerings. The Club's experience also includes lodging and opportunities to bring golf, dining, events, and other amenities together in thoughtful ways that strengthen member engagement and support business growth.

For the right leader, Oakwood offers a distinctive opportunity to work closely with engaged ownership, build relationships throughout the membership, develop a talented team, and contribute to the Club's next chapter.

POSITION OVERVIEW

Reporting to Club Ownership, the General Manager/COO is responsible for leading the Club's overall operations, executing ownership's vision, and balancing outstanding hospitality with financial discipline and sustainable business performance. This highly visible executive will guide department leaders, establish consistent standards and accountability, and build a culture in which members and employees feel known, valued, and supported.

This is the right opportunity for a leader who:

- Is visible, approachable, and genuinely engaged with members, employees, and ownership.
- Understands golf and the expectations of a sophisticated private club membership.
- Develops people, aligns departments, and creates a culture of collaboration and accountability.
- Brings sound financial judgment, an ownership mindset, and experience guiding capital investments.
- Recognizes the importance of engaging golfers, women, spouses, families, and non-golfers across the full Club experience.

KEY RESPONSIBILITIES

- **Club Leadership & Ownership Partnership:** Serve as a trusted strategic and operational partner to Club Ownership; communicate candidly and diplomatically, provide recommendations, and translate vision into measurable priorities.
- **Operational Excellence:** Oversee day-to-day operations across golf, agronomy, culinary, food and beverage, events, member activities, administration, and facilities; establish clear service and performance standards.
- **Member Relations & Hospitality:** Be a consistent presence throughout the Club, cultivate lasting member relationships, address concerns promptly, and promote warm, personalized hospitality.
- **Team Development:** Recruit, mentor, motivate, evaluate, and retain leaders and staff; set expectations, strengthen accountability, and support cross-departmental teamwork.
- **Financial Management:** Lead operating budgets, forecasting, financial reviews, cost controls, and long-range planning; evaluate opportunities through the lenses of member impact and financial performance.

- **Capital Planning & Facilities:** Guide facility maintenance, capital priorities, and improvement projects, including planning, budgets, schedules, vendor coordination, and operational continuity.
- **Golf & Member Amenities:** Collaborate with golf and agronomy leadership on golf operations, course presentation, tournaments, instruction, and the overall golf experience.
- **Membership Engagement:** Support acquisition, onboarding, engagement, and retention; help shape programs and amenities that appeal to the full membership.
- **Revenue Development:** Identify and assess appropriate opportunities in dining, events, outings, group golf, lodging, retreats, instruction, and other Club offerings while protecting member access and experience.
- **Risk & Compliance:** Ensure appropriate operating controls, safety practices, regulatory compliance, and stewardship of Club assets.

JOB SUMMARY: ESSENTIAL FUNCTIONS

- Directs the administration and execution of operating policies and priorities established with Club Ownership.
- Advises ownership on operating trends, opportunities, risks, member needs, and progress against agreed strategic objectives.
- Develops annual operating priorities, departmental goals, timelines, performance measures, and reporting practices.
- Coordinates operating and capital budget preparation, monitors financial results, and initiates appropriate corrective action.
- Evaluates revenue, pricing, utilization, cost controls, and the financial contribution of Club programs and services.
- Maintains a visible presence, welcomes and engages members, and ensures timely, thoughtful follow-through on concerns and suggestions.
- Works with golf, agronomy, and instruction leadership to support course standards, golf programming, tournaments, and member expectations.
- Collaborates with food and beverage, culinary, events, and member activities leadership to deliver consistent service and appealing experiences.
- Supports membership recruitment, onboarding, retention, and communication strategies that reflect the needs of the full membership.
- Recruits, develops, coaches, and evaluates department leaders; promotes employee recognition, professional growth, and retention.
- Leads regular management meetings and fosters effective coordination and accountability across departments.
- Develops and maintains sound operating procedures, purchasing controls, preventive maintenance practices, and risk-management measures.
- Oversees the care of buildings, grounds, equipment, and other Club assets in partnership with responsible department leaders.
- Plans and coordinates capital and renovation projects, including scope, budget, scheduling, contractor oversight, and member communication.
- Ensures compliance with applicable laws and regulations, including employment, health, safety, and food and beverage requirements.
- Oversees member-facing communications and collaborates on marketing initiatives that reflect the Club's identity and value proposition.
- Builds productive relationships with vendors, professional advisers, community partners, and relevant industry organizations.
- Responds promptly and professionally to operational emergencies and significant member or employee matters.
- Performs other responsibilities as directed by Club Ownership consistent with the General Manager/COO role.

ESSENTIAL QUALIFICATIONS

- A minimum of five years of senior leadership experience in private clubs, luxury hotels, resorts, or a comparably sophisticated hospitality environment.
- A bachelor's degree in hospitality management or a related field is preferred.
- Certified Club Manager (CCM) designation and involvement with the Club Management Association of America (CMAA) are pluses, not requirements.
- Demonstrated success leading multidisciplinary teams, developing talent, managing financial performance, and delivering exceptional hospitality.
- Strong working knowledge and appreciation of golf operations and the member golf experience.
- Experience with capital planning, major improvements, or renovation projects is highly desirable.
- Luxury hotel and resort executives are welcome; candidates from outside private clubs must understand the long-term, relationship-driven nature of private club membership.

REPORTS STRUCTURE

The General Manager/COO reports to Club Ownership.

Principal leadership functions under the General Manager:

- Assistant General Manager / Private Events Manager and administrative, facilities, and pool functions
- Food & Beverage Director
- Executive Chef / culinary operations
- Head Golf Professional
- Director of Agronomy
- Director of Instruction
- Member Activities and Events Director

COMPENSATION & BENEFITS

- **Salary Range:** $185,000-$225,000 annually, commensurate with experience.
- **Bonus Potential:** $15,000-$20,000
- **Relocation/transition**: Up to $7,500
- **Benefits:**
  - Medical, Dental, Vision
  - Employer-paid Basic Life, AD&D + Long-Term Disability
  - Voluntary Term Life and AD&D + Short-Term Disability
  - Employee Assistance Program
  - Vacation, holiday pay, and paid time off
  - Retirement Plan

CLUB DETAILS

- Ownership: Privately owned, for-profit private club.
- Employees: 132 (42 full-time; 90 part-time)
- Core offerings: Golf, instruction, dining, events, member activities, lodging, and other recreational amenities.
- Total annual revenue: $7.1M
- Food & beverage revenue: $1.7M
- Membership count: 450
- Club website: https://www.oakwoodcountryclub.org

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