

 Blue Hills Country Club

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Kansas City, MO

General Manager/COO

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KANSAS CITY, MO | Established in 1912, Blue Hills Country Club has been a cornerstone of Kansas City's social and sporting scene, adapting and evolving while maintaining its status as one of the city's premier private clubs. Originally situated at 61st and Paseo, the club relocated to its current address, 777 West Burning Tree Drive, in 1963. Throughout its rich history, Blue Hills has consistently stood out as a distinguished establishment with an unwavering commitment to quality and family values.

Blue Hills Country Club is renowned for its challenging golf course, drawing elite competitions and fostering emerging talent. Since 2019, the club has proudly hosted the Korn Ferry Tour AdventHealth Championship, welcoming notable champions such as Martin Piller, Wesley Bryan, Sepp Straka, and Cameron Young. The Missouri Amateur Championship, held more times at Blue Hills than any other Missouri facility, further highlights the club's stature in the golfing community.

In recent years, Blue Hills Country Club has undergone significant enhancements. In the spring of 2022, a state-of-the-art indoor/outdoor teaching and learning center was inaugurated, providing members with year-round practice and programming opportunities. The eagerly anticipated Golf Shop renovation was successfully completed in 2023, with the new layout and organization reflecting the collaborative input of the design team and golf professional staff who have contributed to Blue Hills' storied history.

With five Golf Professionals in its century-plus history, Blue Hills has a track record of nurturing talent, with former staff assistants ascending to prominent roles at highly regarded private clubs. The club's cultural ethos emphasizes championship golf, a welcoming membership, and a relaxed atmosphere fostering meaningful relationships between staff and members.

Building on this legacy, Blue Hills Country Club has spent the past century fostering a culture of unity, pride, and camaraderie. Nationally recognized for championship golf, exquisite dining, and top-notch athletic programs in its pool and tennis facilities, the club has become synonymous with refined service and a family-friendly atmosphere.

Now at 112 years old, Blue Hills Country Club is not resting on its laurels. The club continues to be a steward of the game of golf while expanding contemporary services for its membership and guests. Hosting the Korn Ferry Tour—
A  entHealth Championship is a source of pride, supporting local charities close to the hearts of the Blue Hills community.

Blue Hills Country Club

rich history and creating new memories prevails. While honoring tradition, the club is unafraid to push boundaries, setting industry standards and exceeding expectations for current and future members. The completion of the first phase of golf course renovation in 2022 is a testament to Blue Hills' dedication to providing a vibrant future for both the membership and staff. The Blue Hills community looks forward with excitement and anticipation, confident that, as it has been since 1912, "It's going to be a great year at Blue Hills Country Club."

Blue Hills Country Club



Blue Hills Country Club

Mission Statement:

- Blue Hills Country Club is a premier, family-oriented, private club that enhances the lives of its diverse membership by providing a warm and inviting atmosphere that promotes camaraderie and lasting relationships while offering exceptional golf, tennis, dining and other recreational and social experiences for members, their families and guests.

Vision Statement:

- Our dedication to fiscal responsibility and commitment to offering an attractive value proposition to our members will further ensure the long-term success of our Club.
- Our distinctive culture, built by its diverse membership, will securely establish Blue Hills as the first choice for those seeking the most unique private club experience in our area.
- We will make the necessary investments in our golf, tennis and clubhouse facilities to ensure Blue Hills is recognized as one of the top private clubs in our area.
- We will provide our employees with a safe and enjoyable work experience while challenging them to continually improve the level of service provided to our members.

Core Values:

- We are proud of our Club, its culture, its long history and its enduring traditions.
- We want all members, guests and staff to feel welcome, respected and included.
- We care about maintaining a positive and enjoyable golf, tennis, dining, social and work experience. We encourage fellowship and camaraderie amongst our members, their families and guests.
- We promote good sportsmanship and keen competition.

Blue Hills Country Club



Blue Hills Country Club



Blue Hills Country Club



Blue Hills Country Club

- 660+ Members with 450+ Golf Memberships, 110+ Social, 110+ Other
- Average Age of Membership: 56
- 18-hole Championship Golf Course designed by Robert Dunning on 164 acres
- 7,347 Yards with 11 Teeing Options
- Bent Grass Greens, Zoysia Fairways, and Fescue Roughs
- Indoor/Outdoor Teaching & Learning Center, Large Range with Two Teeing Areas, Practice Green, Short Game Practice Area, Underground Cart Storage
- 26,000 Rounds Annually (20,000 Member, 6,000 guest)
- Initiation Fee: \$25,000
- Member Monthly Dues: \$891 monthly dues + \$240 monthly capital = \$1,131 per month (\$13,572 annually)
- Total Annual Revenue: \$8.7M
- Annual Food & Beverage Revenue: \$2M (29.5% COGS, Food, Liquor, Wine Costs = \$639,000)
- Dining Outlets: A La Carte = 3 rooms plus patio (320 seats); Banquet/Event = 4 rooms (330 seats); Card Rooms = 20 seats in Women's Card Room, 40 seats in Men's Card Room, 28 seats on the Patio
- Merchandise Sales: \$520,000
- Total Golf Revenue: \$600,000
- Cart Fleet: 60
- Guest Fee: \$125
- Caddie Program: Yes
- Approximately 30 Member Tournaments and 10 outside event days including the AdventHealth Championship
- Tennis Revenue: \$450,000
- Tennis Courts: 5 Indoor Hardcourts, 2 Outdoor Hardcourts
- Debt: < \$3M
- Aquatics: 385,000-gallon lap pool with 6 lanes and 12' deep end; 2 Family Pools - 1' deep and 2' deep; 125 deck chairs, pool snack bar, and covered bar/patio dining area

Blue Hills Country Club

Blue Hills Country Club

2021 to Current:

- Completed phase one of the golf course improvements including:
 - new practice areas
 - the first hole
 - putting green
 - adding a new enclosed Player Development Center
 - back nine Comfort Station / Bathrooms / Honor Bar
 - Golf Shop Renovation
- 2023 / 2024, Finalizing the Strategic Plan that will include the main clubhouse facility and pool, and may phase in additions to our racket sports, and continue the golf course master plan execution; Present the completed Strategic Plan to the Membership for a vote





COMMITTEE STRUCTURE

1. Finance Committee
2. Executive Committee
3. Membership/Marketing Committee
4. Planning/House Committee
5. Golf Committee
6. Greens & Grounds Committee
7. Insurance Committee
8. Long Range Planning Committee
9. Pool Committee
10. Dining & Social Committee
11. Tennis Committee

Blue Hills Country Club



Blue Hills Country Club



Blue Hills Country Club



Blue Hills Country Club

Job Structure

- **Title:** General Manager/COO
- **Reports To:** President of the Board of Directors
- **Supervises:** Head Golf Professional, Golf Course Superintendent, Food & Beverage Directors/Managers, Tennis Professional, Aquatics/Events Director, Facilities Manager, Membership/Marketing, Administrative Staff
- **Collaborates With:** AdventHealth Championship Director, Korn Ferry Tour, City/Community Leaders, Industry Allied Associations/Organizations

Keys To Success

- Elevate Service Levels by Engaging with Members & Staff to Maintain a Positive Culture
- Ability to Develop/Execute both Club Strategic Plan & Facilities Master Plan
- Hire/Manage/Develop Staff
- Improve Club Profitability
- Update & Improve Financial/Operational Systems
- Flexibility in Leadership Style/Leadership Through Delegation

Blue Hills Country Club

The General Manager/Chief Operating Officer at Blue Hills Country Club is entrusted with the responsibility of managing all club operations in alignment with the direction and policies set forth by the Board of Directors, as well as the By-laws and Rules of the Club. Working collaboratively with the Board and Senior Staff, the General Manager will play a key role in preparing annual operating and capital budgets, subject to the approval of the Finance Committee and Board, and will oversee the management and control of operations to achieve desired results. The primary focus will be on assessing and refining the quality of the Club's staff, amenities, and services to ensure maximum member and guest satisfaction, striving for the highest level of member experience.

As the General Manager/Chief Operating Officer of Blue Hills Country Club, you will be the custodian of the Club's legacy, responsible for providing quality leadership and fostering a positive image for the Club among members, guests, staff, and the community. Your role extends to developing and executing exceptional dining and social programming, services, and amenities that consistently exceed member expectations. With a keen focus on refinement and improvement, you will address member issues promptly and professionally, working closely with the staff to drive growth in membership, golf, and F&B utilization.

Key Responsibilities:

Club Leadership:

- Uphold the Club's deep history and traditions, presenting a positive image to members, guests, staff, and the community while embracing the challenge of introducing new and innovative solutions that propel our culture forward.
- Develop and execute outstanding dining and social programming, services, and amenities for members and their guests.
- Apply critical thinking to refine and improve operations, consistently exceeding membership expectations.
- Handle member issues with timeliness and professionalism.
- Collaborate with staff to drive growth in membership, golf, and F&B utilization.

Team Leadership:

- Act as a leader, mentor, and role model for all employees, demonstrating

Blue Hills Country Club

recruitment of seasonal talent as needed.

- Establish and maintain a deeply committed service culture club-wide, focused on member satisfaction and recognition.
- Implement consistent performance management systems and conduct systematic performance reviews.
- Foster departmental accountability to enhance the overall performance of the Club.

Financial Management:

- Prepare annual operating and capital budgets and forecasts.
- Manage and control all operations and projects to achieve desired financial results.
- Maintain high-functioning management information systems and monitor compliance with internal controls.
- Utilize meaningful analytics for excellent decision-making at the Board, committee, and management levels.

Club Management:

- Ensure care, cleanliness, maintenance, and safety standards of the physical plant, facilities, and environments.
- Delegate appropriate authority to the management team while retaining ultimate responsibility for all club operations.
- Serve as the liaison between management and staff and the Board of Directors, making informed recommendations for improvements.
- Be visible and present at the Club, participating in community activities and charity projects.
- Improve food & beverage service to include increased quality, consistency, and marketing efforts to stakeholders.

Communications:

- Maintain ongoing dialogue and rapport with members through engagement, communication, and timely promotion of Club activities.
- Address and resolve member requests and inquiries promptly.
- Keep Officers, Board, and committee members informed of significant matters and issues.

Blue Hills Country Club

Capital Project Management:

- Provide supervision and administrative support for all capital projects.
- Maintain and enhance the long-term capital plan.
- Develop relationships with contractors and manage them in conformance with agreed-upon contracts and timelines.
- Ensure proper communication with various committees, Board, and membership.

Blue Hills Country Club



Blue Hills Country Club



Blue Hills Country Club



Blue Hills Country Club

1. Leadership Skills:

- Proven ability to lead and inspire teams to achieve organizational goals.
- Demonstrated experience in fostering a positive and collaborative work culture.

2. Interpersonal Skills & Positive Attitude:

- Exceptional interpersonal skills with the ability to build strong relationships with members, staff, and stakeholders.
- Positive attitude and effective communication skills in diverse and dynamic environments.

3. Financial Acumen Proven in a Private Club Environment:

- Strong financial management skills with a track record of success in a private club setting.
- Demonstrated ability to develop and execute budgets, control costs, and drive financial performance.

4. 10+ Years of Private Club Industry Experience Preferred:

- Extensive experience in the private club industry, with a minimum of 10 years in relevant roles.
- Preferred previous experience as a General Manager in a private club with a demonstrated track record of improvement.

5. CCM (Certified Club Manager) Preferred:

- CCM certification is highly desirable and reflects a commitment to professional excellence in club management.

6. Professional Involvement:

- Active involvement in professional organizations related to club management.
- Continuous engagement in industry events and a commitment to staying abreast of industry trends.

7. Operational & Strategic Expertise:

- Proven expertise in both day-to-day operational management and strategic planning for long-term success.
- Track record of implementing operational efficiencies and strategic

Blue Hills Country Club

8. Innovative Thinking & Challenge Orientation:

- Innovative mindset with the ability to think creatively and strategically.
- Comfortable tackling challenges head-on, with a solutions-oriented approach.

9. Understanding of Golf Operations:

- Comprehensive understanding of golf operations within the context of a private club.
- Support and work collaboratively with the Head Golf Professional to enhance and optimize golf-related offerings for member satisfaction.

10. 4-Year Degree Preferred.

11. Commitment to ethical and transparent business practices.

Blue Hills Country Club



Blue Hills Country Club



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Blue Hills Country Club

Salary will be competitive for the market and commensurate with experience.

- Performance-based bonus
- Health, Dental, Vision Insurance per Club policy
- AD&D/Life Insurance per Club policy
- Education Allowance
- Retirement Plan per Club policy
- Professional Association Dues Paid
- Meals while on duty
- Paid vacation
- Use of the facility for self and family members

APPLICATION INSTRUCTIONS

All applications **MUST** be submitted through the PGA of America's Career Services Department as described below.

Resume deadline is January 20, 2024 at 11:00pm Eastern Time

Combine your cover letter, resume, references, and any supporting documents into one (1) PDF document with the following file naming convention: **Last Name, First Name, Blue Hills Country Club GM**

Please address all correspondence to - **Martha Miller, Search Committee Chair**

[Click Here to Submit Your Application](#)



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MEMBER



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Jacquie Madison, PGA is the lead Consultant for this opportunity. For additional information and questions, please contact her directly.

jmadison@pgahq.com | 612.852.4910

Doug Turner, PGA, and Stephen Limpach, PGA are assisting with this opportunity.

dturner@pgahq.com | slimpach@pgahq.com

The employer does not wish to be contacted at this time.



Blue Hills Country Club

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To serve as the most trusted professional resource for employers seeking experts to lead an organization in the golf and hospitality industry, and support their future success by serving as lifelong partners.



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