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## **GENERAL MANAGER/CHIEF OPERATING OFFICER PROFILE: NORTH RIDGE COUNTRY CLUB RALEIGH, NC**

### **GENERAL MANAGER/CHIEF OPERATING OFFICER AT NORTH RIDGE COUNTRY CLUB**

North Ridge Country Club in Raleigh, NC, is seeking a dynamic and influential leader with a proven record of success to serve as its next General Manager/Chief Operating Officer (GM/COO). The ideal candidate will have prior experience as a GM/COO or in a comparable executive leadership role, with a strong executive presence that resonates with both the membership and the team. This individual must demonstrate a high level of accountability, holding self and team to the highest standards. Candidate must possess exceptional attention to detail and be expected to elevate service standards across all departments and foster an exceptional organizational culture that enhances the experience for both members and employees. A strong listener and communicator, this leader must possess the relationship-building skills necessary to collaborate effectively with the Members, the Board of Governors, and all of the operating departments.

The incoming GM/COO will have strong financial acumen, as the Club has embarked on a significant capital campaign to build a new fitness and wellness center, while also identifying and addressing future obligatory and aspirational needs resulting from notable membership growth in recent years. Strategic vision and planning abilities will be critical to guide the Club's ongoing evolution. Building trust and creating a positive, engaged culture at North Ridge Country Club will be key to long-term success.

[Click here to view a brief video about this opportunity.](#)

### **ABOUT NORTH RIDGE COUNTRY CLUB**

Nestled in the heart of Raleigh, North Ridge Country Club (NRCC) stands as a symbol of vision, tradition, and vibrant community living. What began as a bold idea in the 1960s by founder Ed Richards has blossomed into one of North Carolina's premier private clubs, home to nearly 1,100 Members and four generations of families.

Spanning nearly 400 acres, NRCC features two meticulously maintained championship 18-hole golf courses—The Lakes and The Oaks. Designed by renowned architects George Cobb, Gene Hamm, and Kris Spence, these courses offer diverse challenges and stunning scenery. A state-of-the-art Learning Center, PGA instruction, and elite training technology led by PGA professionals ensure Members enjoy a world-class golfing experience. Beyond golf, NRCC offers eleven tennis courts and six pickleball courts, with year-round programming led by USPTA professionals. The vibrant racquet scene includes clinics, tournaments, and casual play opportunities for all levels.

Dining at NRCC is a culinary journey, with multiple venues offering something for every occasion. The Blue Bird Grill & Lounge delivers refined yet relaxed dining, Mulligans offers casual fare and drinks throughout the day, and Cabana 67 serves poolside favorites during the summer months. Signature dining events and holiday celebrations bring Members together to create lasting memories. With a dedicated event team, North Ridge is also a sought-after venue for weddings, corporate functions, and special celebrations. From the elegance of the Grand Ballroom to the charm of terrace views, every detail is thoughtfully executed.

The Club's family-friendly atmosphere shines through its robust Youth Programming, offering year-round enrichment and seasonal camps for children. From swim lessons and competitive teams to movie nights and off-site adventures, NRCC is a second home for its youngest Members.

Fitness is central to the NRCC lifestyle. The Club's full-service fitness center hosts over 40 weekly classes, personal training, and youth fitness clinics. In summer, the junior Olympic pool—complete with slides, diving boards, and a splash zone—becomes the social hub of the Club.

Member-owned and community-driven, NRCC remains true to its founding spirit: a commitment to excellence, family, and lifelong connection. Membership is by invitation only and currently at capacity, reflecting the unparalleled appeal of this enduring Raleigh institution.

#### **NORTH RIDGE COUNTRY CLUB BY THE NUMBERS**

- Initiation Fee: \$75,000 (Full Member)
- Annual Dues: Approximately \$10,620 (Operating, Full Member)
- Gross Volume: Approximately \$18M
- Annual Dues Volume: Approximately \$10M
- F&B Volume: Approximately \$4.5M
- Gross Payroll: Approximately \$10.4M
- Annual Rounds of Golf: Approximately 52,000
- 36-holes of golf; Golf Teaching facilities; 11 tennis courts; 6 pickleball courts; aquatic center (2 pools)
- The Club is organized as a 501(c)(7)
- Employees: 134 FTE
- Average age of Membership: 54
- The Club uses ForeTees
- 13 Member Board of Governors, including the President

**NORTH RIDGE COUNTRY CLUB WEBSITE:** [www.northridgecountryclub.org](http://www.northridgecountryclub.org)

#### **GENERAL MANAGER/CHIEF OPERATING OFFICER – POSITION OVERVIEW**

The General Manager/Chief Operating Officer (GM/COO) has responsibility for all day-to-day operations of North Ridge Country Club. He or she directs and administers all aspects of the operations, including amenities, staff, and all programs and activities to ensure outstanding service and member and guest satisfaction.

#### **INITIAL PRIORITIES OF THE NEW GENERAL MANAGER/CHIEF OPERATING OFFICER**

Initial priorities for the new GM/COO are expected to include:

- Identifying areas for improvement within all club operations and departments with a focus on House activities, overall technology, and the front-of-house food and beverage operations to elevate member satisfaction and overall service excellence.
- Spending considerable time with the Staff, Board, and Members to listen, learn, and understand the unique culture and history of NRCC, while maintaining high visibility, approachability, and availability.
- Assessing the current organizational structure, with a strong focus on food and beverage operations, and making recommendations to the Board for any adjustments or improvements.
- Reviewing current staff recruitment, retention, development, and training strategies, and working with the team to build an enhanced plan that strengthens each of these areas.
- Evaluating current procedures and policies as well as employee strengths and weaknesses, clearly communicating the vision and strategy for each individual's role in achieving both collective and overall Club goals. Strategically mapping a plan to develop a high-performing, motivated, and professional team.
- Reviewing the Club's financial standing, ensuring responsible fiscal management and accountability across both operating and capital budgets. Evaluating the overall member and service experience, particularly in food and beverage operations, and collaborating on a plan for timely, appropriate enhancements.

- Examining current methods for gathering member feedback and assessing satisfaction levels, and, if necessary, creating a new feedback strategy to recommend to the Board, promoting effective channels, balance, and meaningful metrics.
- Serving as a strategic partner with the Board, actively contributing to the development of short- and long-term goals and collaborating on the successful implementation of strategic initiatives. Begin developing the management-led strategic plan to move the Club from its strong offerings and approach to the highest level of amenities and service delivery.
- Leading the completion of the NRCC Fitness and Wellness Center project, significant infrastructure investments, and future aspirational initiatives.

## **CANDIDATE QUALIFICATIONS**

The ideal and outstanding candidate will:

- Have a proven track record of strong general management skills with verifiable strengths in team development, financial performance, diverse recreational amenity management (golf, tennis, fitness, aquatics, family activities, etc.), quality food & beverage programming, exceptional member/guest service programming, strategic planning, renovations, and project management, along with the ability to consistently define and achieve goals and objectives.
- Attract, hire, mentor, develop, and lead a high-performing team of professionals, while setting and maintaining standards of performance appropriate to perpetuating the Club's strategic vision with a strong focus on building and maintaining a strong "employer of choice" delivery in all areas.
- Be a highly engaged, visible, and dynamic leader with a passion for service excellence who can impart an appropriate culture of consistent, quality service and attention to detail. Someone who is "hands-on," but who works strategically and can clearly communicate strategy and expectations to the team he/she mentors.
- Be a "consummate hospitality professional" with a "servant's heart" and strong operational management skills, who, in collaboration with the Board, Member Committees, and Senior Staff, can define and strategically execute plans to maintain a premier private family country club designation for North Ridge Country Club.
- Exhibit financial and budgeting acumen with prior significant P&L responsibility, as well as a true understanding of the balance sheet, member equity, capital reserve strategies, and cash flow.
- Have had prior involvement in conceptualizing, developing, coordinating, and executing strategic and capital projects of some magnitude, including gaining member and staff support and understanding current trends and member/staff expectations. Staying relevant and ahead of changing demographic expectations as it relates to services, programming, and amenities will continue to be of high importance at the Club.
- Be a creative problem solver who commands respect because of the way he/she interacts with others, lives up to his/her word, and confidently puts forth recommendations to the Board and Staff; a true "thought partner" with the Board and Committees to the long-term success of NRCC.
- Have a minimum of 5-7 years of progressive leadership/management experience in an active, family-oriented, private, member-owned club environment.

## **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, CCE, CMC, or PGA 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.

### **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 thoughtful cover letter addressed to **Mr. Glenn D. McCoy, Club President**. Clearly articulate your alignment with this role, why you want to be considered for this position at this stage of your career, and why NRCC and the Raleigh, NC 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 Friday, June 27, 2025. Candidate selections will occur early July, with the first Interviews expected in mid-July and the second interviews a short time later. The successful candidate should assume his/her role in September 2025.**

**IMPORTANT:** Save your resume and letter in the following manner:

“Last Name, First Name - Resume” &

“Last Name, First Name - Cover Letter – North Ridge”

(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](mailto:alice@kkandw.com)

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