

**Position Overview
&
Candidate Profile**



Brentwood Country Club
Brentwood, Tennessee

General Manager/Chief Operating Officer

July 24, 2025



Brentwood Country Club (BCC), located in Brentwood, Tennessee, is a private, member-centric club renowned for its rich history, Southern hospitality, and vibrant community. The Club features an 18-hole championship golf course, a historic clubhouse (the Midway Mansion, built in 1847), a junior Olympic-size swimming pool, a fitness center, and multiple dining venues. BCC is dedicated to providing a welcoming, family-friendly environment and an exceptional experience for its 705 members.

The Club is currently seeking a General Manager/Chief Operating Officer to uphold and advance its tradition of excellence.

CORE VALUES

- Hospitality & Service Excellence
- Community & Belonging
- Integrity & Accountability
- Member Centric

ABOUT THE CLUB

- 501(c) (7) Private Club
- Nine member governing board
- Total Members: **705 (With 30+ person Wait List)**
- Gross Revenue: **~\$11MM**
- Annual Dues Revenue: **~\$6MM**
- Annual F&B Revenue: **~\$2.7MM**
- Full-Time Equivalent Employees: 95; Part-time: 35; Seasonal: 60.
- Recently completed entire golf course renovation and facilities expansion
- Currently planning multi-million-dollar facilities improvements

AMENITIES

- | | | |
|------------|------------|------------------|
| • Golf | • Fitness | • Dining |
| • Aquatics | • Banquets | • Private Events |

POSITION SUMMARY

The General Manager (GM) is the Chief Operating Officer of Brentwood Country Club, responsible for all day-to-day operations and the realization of the Club's strategic objectives. Reporting directly to the Board of Directors, the GM leads a diverse team to deliver an outstanding golf, social, and hospitality experience for members and their guests. The GM is expected to be a highly visible, approachable, and engaged leader who is present throughout the Club, fostering open communication, and building strong relationships with members, staff, and the Board. Direct reports include the Director of Finance, Chef, Food & Beverage Director, Club House Manager, Facilities Director, Director of Golf, Golf Superintendent, and the Events Director.

Current challenges and opportunities include:

- Elevate service consistency and the overall member experience across all food and beverage and golf operations.
- Grow and diversify membership events to increase engagement and event-related revenue.
- Lead ongoing facility improvements and capital projects to ensure top-tier amenities.
- Strengthen the leadership structure and foster greater alignment across departments.
- Modernize financial systems and controls, and actively develop the budgeting and accountability skills of department leaders.
- Champion a culture that encourages innovation and continuous learning.
- Responsively address member feedback regarding amenities, dining, and internal communications.
- Prioritize staff retention and the professional growth of all team members.

KEY COMPETENCIES & RESPONSIBILITIES

To be successful in this role, the General Manager will need to demonstrate the following competencies. These same areas will be a focus for performance evaluation, ensuring clear expectations and ongoing support.

GM/Leadership

- Serve as a visible, engaged leader who embodies the Club's values and sets high standards for operational, cultural, and financial performance.
- Build, inspire, and hold accountable a high-performing leadership team.
- Maintain a strong presence in all areas of the Club, engaging with members, guests, and staff daily.
- Collaborate closely with the Board, providing candid, timely updates and actionable recommendations.

Metrics: Engagement/Satisfaction scores from members, staff and Board including biannual 360-degree feedback

Financial Management

- Oversee all financial operations, with a focus on optimizing and managing costs, budgeting, and strengthening the Club's financial performance.
- Evaluate and upgrade financial systems and reporting for transparency and efficiency.
- Ensure financial viability and process improvement across all departments.
- Provide consistent and concise financial updates to the Board and implement corrective actions as needed.

Metrics: Budget adherence; F&B cost variances; timeliness and accuracy of financial reporting; successful implementation of upgraded financial systems; funding long-term capital plans.

Facilities & Capacity

- Demonstrated expertise in overseeing the maintenance, repair, and enhancement of Club facilities with an emphasis on safety, functionality, and aesthetics, all within budgetary constraints.
- Actively manage and assess the Club's capacity to meet member and guest usage demands, ensuring optimal utilization of resources and spaces.
- Focus on enhancing member satisfaction through targeted improvements and maintenance, with particular attention to locker room functionality, amenities, and cleanliness.
- Establish and track clear metrics measuring overall member approval of facility functionality and cleanliness to guide ongoing facility management decisions.
- Proficient in planning, executing, and delivering capital projects on time and within budget, aligned with member expectations and strategic goals.

Metrics: Completion of capital projects on time/budget; member satisfaction scores specifically related to locker room functionality, amenities, and cleanliness; capacity utilization rates aligned with operational goals and member usage patterns.

Member Experience

- Champion a culture of personalized service, community, and social connection, while upholding Club traditions.
- Oversee improvements in F&B offerings and social programming.
- Build strong relationships to promote a vibrant and welcoming Club environment.

Metrics: Member satisfaction/Net Promoter Scores; participation in social events; positive feedback on F&B and community atmosphere.

Communication

- Ensure clear, proactive, and transparent communication with members, staff, and the Board regarding Club plans, changes, and progress.
- Utilize multiple channels to keep all stakeholders informed and engaged.
- Respond promptly and constructively to concerns and feedback.

Metrics: Stakeholder feedback on communication effectiveness; frequency and quality of updates; resolution time for member concerns.

Organizational Alignment

- Lead the assessment and improvement of internal systems and technology to better align operations with member needs.
- Ensure seamless integration between Club management systems and the member app, enabling better data flow, enhanced analytics, and an improved user experience for members and staff.
- Evaluate technology solutions that facilitate efficient financial reporting, member communications, and overall operations.

Metrics: Improved integration between internal systems and the member app; reduced manual processes; better access to real-time analytics and operational data; positive member feedback on digital tools. Develop, implement, and regularly update clear position descriptions for all roles.

CANDIDATE PROFILE

The General Manager is responsible for leading the team to achieve Brentwood Country Club's strategic objectives and to advance its culture of excellence, innovation, and community. The ideal candidate will possess the following qualifications:

- **Professional Experience:** Demonstrated success as a General Manager, COO, or equivalent at a member-focused private club of similar size and complexity. Proven ability to drive operational improvements across all club functions.
- **Leadership & Interpersonal Skills:** A dynamic, results-oriented leader who is visible, approachable, and skilled at building and motivating high-performing teams. Experience engaging with a board of directors and upholding strong standards of governance.
- **Financial Acumen:** Expertise in budgeting, cost control, financial and operational analysis, and capital planning, with a record of improving financial systems, reporting timeliness, and F&B performance.
- **Member Focus:** Deep understanding of, and responsiveness to, the culture and expectations in a membership-driven environment. Commitment to delivering consistently exceptional, personalized experiences for all members and guests.

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- **Strategic & Innovative Thinking:** Ability to develop and implement forward-looking strategies for facility modernization, technology enhancement (including systems and member app alignment), and event-driven revenue growth.
 - **Operational Excellence:** Experience overseeing all aspects of club operations, including facilities, F&B, member events, staff development, and continuous improvement initiatives.
 - **Communication:** Exceptional verbal and written communication skills, with a focus on transparency, clarity, responsiveness, and effectively communicating with members, staff, and the Board.
 - **Values & Promotes Belonging:** Commitment to fostering an inclusive, welcoming environment for members and staff.
 - **Professional Development:** Passion for continuous learning and staying current with industry best practices. Demonstrates a commitment to the growth, development, and empowerment of team members through succession planning, training, and ongoing feedback.

Education & Credentials

- Bachelor's degree in business, hospitality, or a related field required.
- Extensive private club management experience required.
- MBA and Certified Club Manager (CCM) designation strongly preferred.
- Certified Chief Executive (CCE) certification preferred.

COMPENSATION

The Club will offer an attractive year-round compensation package, commensurate with experience, which will include a competitive base salary, benefits, and performance bonus.

INQUIRIES

IMPORTANT: Interested candidates should submit their resume along with a detailed cover letter which addresses the qualifications and describes your alignment/experience with the prescribed position by **August 15, 2025**. Those documents must be saved and submitted in Word or PDF format (save as "Last Name, First Name, Brentwood Country Club, Resume" and "Last Name, First Name, Brentwood Country Club, Cover Letter") when applying through the following link:

<https://bit.ly/4fjo3VV>

Brentwood Country Club is an Equal Opportunity Employer.

LEAD SEARCH EXECUTIVES

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For more information on Brentwood Country Club, please visit <https://bcctn.org/>