



General Manager

Job Description

Ladies' Golf Club of Toronto

Thornhill, Ontario



Ladies' Golf Club of Toronto, Thornhill, ON

A Century of Leadership, Vision, and Community

Ladies' Golf Club of Toronto is one of the most distinctive private clubs in North America—founded in 1924 by PGA Pro and champion golfer Ada Mackenzie and created by women, for women. Built on the belief that remarkable things happen when women gather to play, learn and enjoy golf, the Club has spent a century cultivating a warm, welcoming, and empowering community.

The celebrated Stanley Thompson course winds along the East Don River, offering a beautifully natural and strategic layout just under 6,000 yards. Its rolling fairways, challenging greens, and thoughtful design make it a cherished home for both competitive and social golfers.

This is a club with history, heart, and purpose.

A Club in Renewal

The Club is in the midst of a transformational period. A strategic land sale in 2021 enabled significant reinvestment, enhancing the member experience while strengthening the Club's long term position.

Key milestones include:

- A modernized clubhouse blending heritage with contemporary sophistication
- A strong balance sheet and forward-looking financial outlook
- Sustained membership growth
- A strategic plan with broad member support
- Ongoing course renewal and a state-of-the-art practice facility

The Club is poised for continued success in a golf landscape where women now represent 25% of golfers, younger demographics are emerging, and expectations for exceptional experiences continue to rise.

A Community Like No Other

Ladies' is more than a golf club—it is a vibrant, supportive community of women who value connection, belonging, and shared experience. Members enjoy:

- A newly renovated clubhouse with panoramic views of the 18th green
- Expanded business centre and new locker rooms
- A welcoming bar lounge and dining room
- A culture rooted in warmth, respect, and camaraderie
- Over 700 golfers in all categories
- Management team of 8
- Peak seasonal staff of 90

This is a place where members feel known, supported, and inspired.

The Opportunity: General Manager

The General Manager is the Club's chief executive and the steward of its culture, operations, and member experience. Reporting to the Board of Directors, the GM leads all aspects of the Club's operations, including:

- Golf services
- Food and beverage
- Facilities and capital projects
- Finance and budgeting
- Human resources
- Member relations
- Marketing and community engagement

This is a role for a seasoned, people-focused leader who thrives in a dynamic membership environment. While familiarity with golf operations is valuable, this is not necessarily a golf professional role. The successful candidate will demonstrate leadership excellence, emotional intelligence, and operational discipline while championing service excellence.

Leadership Expectations

The General Manager will:

- **Ensure operational excellence** across the golf course, clubhouse, and all member facing areas
- **Advance strategic priorities**, translating long range goals into actionable plans
- **Strengthen financial performance** through forecasting, budgeting, and disciplined management
- **Inspire and develop staff**, creating a cohesive, motivated, high performing team
- **Lead with diplomacy**, navigating a member driven environment with maturity and tact
- **Champion hospitality**, ensuring exceptional member and guest experiences
- **Elevate the Club's profile** through marketing, community engagement, and social media
- **Foster belonging**, celebrating the Club's women centered identity and diverse membership

Candidate Profile

A bachelor's degree and Certified Club Manager (CCM) designation or similar credentials are preferred.

The ideal candidate brings:

- **Senior Leadership Experience:** Proven leadership in private clubs, hospitality, recreation, or other member-focused service environments.
- **Emotional Intelligence & Interpersonal Leadership:** Demonstrates sound judgment, empathy, and the ability to build trust and strong relationships with members, staff, and the board.
- **Change Leadership & Innovation:** Experience guiding clubs/organizations through change while introducing initiatives that enhance operations and the member experience.
- **Hospitality & Service Excellence:** A strong commitment to exceptional service and the ability to empower and develop teams to deliver consistently high standards.
- **Club Governance & Compliance:** Understanding of private club governance, board dynamics, and relevant legal and regulatory considerations.
- **Strategic & Financial Leadership:** Ability to support long-range planning, align resources with strategic priorities, and apply sound financial insight to decision-making.
- **Human Resources Leadership:** Knowledge of fair and compliant HR practices, including recruitment, staff development, and performance management.
- **Cultural Alignment:** A genuine appreciation for the Club's history, values, and women-centered culture.

Compensation

Ladies' is largely a seasonal Club and offers a competitive, full year compensation package, including base salary, bonus, and full benefits, commensurate with experience. The base salary range will be in excess of the threshold disclosure amount set out in the Pay Transparency Act Ontario (2026). The search process will be compliant with the Act.

How to Apply

Candidates are invited to submit a resume and a detailed cover letter outlining their alignment with the role by **Sunday, March 29, 2026**. Documents should be saved as:

- *Last Name, First Name, Ladies' Golf Club of Toronto, Resume*
- *Last Name, First Name, Ladies' Golf Club of Toronto, Cover Letter*

Applications will be submitted through the GGA Search Portal: <https://shorturl.at/4S9Z4>

Lead Search Executive

Michael Gregory, Managing Director & Partner

For more information on Ladies' Golf Club of Toronto, please visit <https://www.ladiesgolfclub.com/Home>