GGA Partners

General Manager / Chief Operating Officer

Job Description

Muskoka Lakes Golf and Country Club

Port Carling, Ontario

Muskoka Lakes Golf and Country Club
General Manager / Chief Operating Officer
Job Description

CLUB OVERVIEW

Muskoka Lakes Golf and Country Club ("Muskoka Lakes" or the "Club") is a leading private golf and lifestyle club in Ontario's Muskoka region, serving a highly engaged membership that values exceptional golf, high-quality amenities, and a strong sense of community. Located in one of Canada's most sought-after seasonal destinations, the Club operates within a distinctly Muskoka context, where member expectations are elevated and the pace and intensity of activity are concentrated into a defined operating season.

The Club's membership is largely composed of seasonal residents and families who view Muskoka as a primary leisure destination. As such, expectations for service, programming, and overall experience are high, particularly during peak summer months when usage, activity levels, and demand for Club services are at their highest. Delivering a consistent, high-quality experience during this high-demand period is a defining feature of the operation.

Muskoka Lakes is at its core a premier golf and country club, offering exceptional golf alongside dining, racquet, social, sailing, and family-oriented programming that together create a distinctive Muskoka club experience. As a multigenerational family club, Muskoka Lakes is defined by its strong social fabric, traditions, friendships, informal warmth, and high expectations for service and professionalism.

This is a visible leadership role within a tight-knit and highly engaged member community. The opportunity is attractive for a leader who values a hands-on, member-facing environment, while the challenge lies in consistently delivering excellence within a seasonal operating model and supporting the Club's continued excellence, thoughtful renewal, and long-term stewardship.

ABOUT THE CLUB

- Member Count: 1756
- Gross Revenue: Approximately $4.3 million
- Annual Dues Revenue: Approximately $4.1 million
- Employee Count: Approximately 100 employees during peak season

AMENITIES & SERVICES

- 18-Hole Stanley Thompson Golf Course
- Full Golf Practice Facilities
- Tennis and Pickleball Courts
- Sailing Programming
- Junior / Kids Programming
- Robust Social Calendar
- Multiple Dining Venues

POSITION SUMMARY

The General Manager/Chief Operating Officer ("GM/COO") is responsible for the overall leadership, management, and execution of Muskoka Lakes Golf and Country Club's strategic and operational priorities. Reporting to the Board of Directors, the GM/COO oversees all aspects of Club operations and ensures delivery of a consistent, high-quality member experience.

This role requires a leader who is highly visible, engaged, and present. The GM/COO is expected to be an active and approachable presence throughout the Club, building strong relationships with members, staff, and the Board. While strategic management and financial oversight are essential requirements, the Club places particular emphasis on emotional intelligence, interpersonal effectiveness, and the ability to lead through change. The GM/COO must build trust across a diverse membership, manage competing expectations, and navigate complex interpersonal situations with consistency and professionalism.

The GM/COO leads the senior team, sets clear performance expectations, and drives alignment across all areas of the Club. In partnership with the Board, the GM/COO is responsible for advancing strategic priorities, supporting thoughtful renewal over time, and ensuring operational excellence and long-term financial sustainability.

KEY LEADERSHIP PRIORITIES

To be successful in this role, the GM / COO must demonstrate the following competencies, identified through extensive job analysis. These core capabilities are essential for success and will serve as key benchmarks for performance evaluation, ensuring clear expectations and ongoing support.

Leadership & Visibility

- Serve as a highly visible and engaged leader, maintaining a consistent presence throughout the Club, particularly during peak operating periods.
- Build strong, trust-based relationships through responsiveness, approachability, and regular interaction.
- Lead with a high degree of emotional intelligence, demonstrating self-awareness, good judgment, and the ability to navigate interpersonal situations effectively.
- Establish clear expectations and hold the leadership team accountable for performance, culture, and service delivery.
- Develop, align, and motivate a high-performing team through effective delegation, coaching, and support.

Member Experience & Engagement

- Champion a service-oriented culture focused on understanding and meeting member expectations.
- Foster a welcoming, inclusive, and well-connected Club environment that strengthens member engagement and satisfaction.
- Actively seek member feedback and ensure it informs decision-making and continuous improvement efforts.
- Address member concerns in a timely, thoughtful, and constructive manner.
- Ensure that programs, amenities, and service delivery remain relevant, consistent, and aligned with member expectations.

Communication & Relationships

- Communicate clearly and consistently with members, staff, and the Board to ensure alignment and transparency.
- Demonstrate strong communication skills across a range of situations, including operational updates, member interactions, and Board engagement.
- Support open communication within the organization, encouraging feedback and constructive dialogue.
- Build and maintain effective working relationships with the Board and committees, providing clear updates and informed recommendations.
- Represent the Club professionally within the broader community.

Strategy, Governance & Financial Leadership

- Work collaboratively with the Board to develop the Club's strategic plan and key initiatives and lead the implementation of the plan.
- Ensure strong financial management, including budgeting, forecasting, and long-term capital planning.
- Monitor performance and adjust plans as needed to support long-term sustainability.
- Maintain a clear understanding of private club governance and support effective Board and committee operations.
- Lead planning and execution of capital projects aligned with strategic priorities.
- Ensure adherence to Club by-laws, governance practices, and applicable regulatory requirements.

Operations & People Leadership

- Oversee all aspects of Club operations to ensure consistent quality, efficiency, and member satisfaction.
- Recruit, develop, and retain strong department leaders and build overall organizational capability.
- Promote a respectful, inclusive, and accountable workplace culture.
- Empower a highly capable senior leadership team by promoting operational autonomy, mutual trust, clear accountability, and alignment with the Club's standards and priorities.
- Address employee performance and workplace issues in a timely and professional manner.
- Ensure compliance with applicable regulations, policies, and governance requirements.
- Lead the organization through change initiatives with clarity, consistency, and a focus on team alignment.

CANDIDATE PROFILE

The General Manager/COO is responsible for leading the team to achieve Muskoka Lakes Golf and Country Club's strategic objectives while advancing its culture of excellence, service, and community. Success in this role requires a strong alignment with the Club's operating environment, membership expectations, and leadership expectations. To ensure alignment with this distinctive environment, the following qualifications and competencies have been identified through extensive job analysis:

- **Models Hospitality & Service Excellence:** Creating a welcoming and exceptional experience for members and guests. Setting high standards for service and ensuring staff are well-trained and empowered to deliver.

- **Displays Emotional Intelligence:** Being aware of and managing one's own emotions, while understanding the emotions of others. This allows for navigating complex situations and building trust.
- **Values & Promotes Belonging:** Fostering a welcoming and inclusive environment that respects and celebrates the diversity of the membership.
- **Interpersonal Leadership:** Building strong relationships with members, staff, and board members. Demonstrating empathy, active listening, and effective communication skills to foster collaboration and address concerns.
- **Human Resources and Legal:** Understanding employment laws and regulations to ensure fair and compliant HR practices, including recruitment, compensation, and performance management.
- **Club Governance:** Understanding the legal and ethical frameworks that guide private club operations, including member rights and responsibilities, board structures, and regulatory compliance.
- **Leads Change and Supports Innovation:** Championing new initiatives that improve the club's operations and member experience. Effectively communicating and managing change processes to gain buy-in from members and staff.
- **Financial Acumen:** Understanding financial statements, budgeting, cost control, and financial analysis specific to the private club industry.

Qualifications:

- Bachelor's degree in hospitality management, business administration, or a related field.
- Minimum of 7 years of senior leadership experience within a private club, hospitality, or comparable service-driven environment.
- Demonstrated success in strategic planning, financial management, and leading complex operations.
- Strong communication and interpersonal skills, with the ability to build relationships, manage diverse stakeholder groups, and navigate complex situations effectively.
- Proven ability to lead and develop teams, foster a positive work environment, and drive accountability and performance.
- Knowledge of golf operations and private club industry practices is considered an asset.
- Professional affiliations (e.g., CMAC or equivalent) are considered an asset.

COMPENSATION

The Club will offer a highly competitive, year-round compensation package commensurate with qualifications and experience. The package will include a competitive base salary, performance-based incentive, comprehensive benefits, and appropriate professional allowances.

INQUIRIES

Interested candidates should submit a resume and a detailed cover letter outlining their qualifications and alignment with the role. Submissions should be provided in Word or PDF format and clearly labeled with the candidate's name. Apply here: https://shorturl.at/DI6jO

SEARCH EXECUTIVES

Michael Gregory, Managing Director & Partner michael.gregory@ggapartners.com

Peter Holt, Director - peter.holt@ggapartners.com