



**Glen Eagle Golf & Country Club
Fact Sheet & Job Description
For General Manager/COO Candidates**

August 2025



The Glen Eagle Community

Glen Eagle Golf & Country Club, an active and friendly deeded golf community close to downtown Naples, is seeking a General Manager/Chief Operating Officer (GM/COO) who will partner with their Board of Directors to deliver a consistently premier experience in every aspect of the Club and its amenities. The GM/COO will be responsible for leading all Club operations including its activities and the relationships between the Club and its Board of Directors, members, guests, employees, and the community. The ideal candidate will possess exceptional leadership skills and strong financial acumen with an ability to engage members and employees at every level.

This is an excellent opportunity for a seasoned leader who is comfortable and experienced in a GM/COO position. The Board of Directors will empower this individual to lead the team and be a thought partner in deciding the strategic direction of the Club. Our Vision is to deliver an outstanding member experience, as determined through member surveys, usage, and financial metrics, in a fiscally responsible manner, allowing members to enjoy a welcoming, respectful community that provides an environment for the appreciation of life. Along with a spacious clubhouse, Glen Eagle members have a high utilization rate of many amenities and programming including a pool, fitness center, tennis courts, bocce courts, billiard room, library, card rooms, meeting rooms and activities center. There are several on-property restaurant options including a lakeside dining room and outdoor patio, private dining room, grille room, full-service bar and lounge area, and the Divot bar and grill on the fourth hole.

Glen Eagle provides an active, friendly, and enjoyable Country Club community lifestyle for its members, guests, and employees. Glen Eagle members and their guests enjoy many special dining events and programming including sports leagues, fitness classes, live entertainment, trivia, bingo and more. We are a private, gated community with over 300 meticulously landscaped acres and 5 miles of roadways, encompassing 1,234 housing units and an 18-hole private golf course. There are 924 golf memberships and 310 social memberships. Golfers are challenged by the Gordon Lewis designed par 70, 18-hole course. Social members are invited to play golf at designated times of the year, with certain restrictions.

Glen Eagle has a residence to fit every lifestyle, offering 15 individual neighborhood communities with residences including Single Family Homes, Coach Homes, Villas, Duplexes, Quadplexes, Condominiums and Apartments, an option for every lifestyle.

We invite you to review the information below and visit our public-facing website to learn more at www.gleneaglecountryclub.com. If you feel that you might be a good fit for the General Manager/COO position at Glen Eagle Golf & Country Club, we encourage you to apply by sending your resume and responses to the supplemental questions to our interview team at board@gleneaglecountryclub.com.

Sincerely,

A handwritten signature in blue ink, appearing to read "Richard Lerner", is written over a horizontal line.

Richard Lerner
President
Glen Eagle Board of Directors



The Glen Eagle Philosophy

Our Mission

Glen Eagle Country Club is committed to providing an active, friendly, and enjoyable Country Club community lifestyle for its members, guests, and employees.

Our Vision

We strive to deliver an outstanding Glen Eagle member experience, as determined through member surveys, usage, and financial metrics, in a fiscally responsible manner, allowing members to enjoy a welcoming, respectful community that provides an environment for the appreciation of life.

Our Core Values

Principles and Standards that define our character, direct the decisions we make, and preserve what is special about the club and community. They are:

Integrity. Acting ethically in the best interests of our membership, club, and community.

Camaraderie. A community that is friendly, sociable, welcoming, and respectful of each other.

Inclusivity. Providing an environment which encourages participation and enduring friendships.

Value. Balance cost and quality in a manner that provides the best experience at an affordable price point for the membership.

Fiscal Responsibility. Ensuring operating budgets and reserves are sufficient to meet the current and long-term financial needs of the club and community.

Quality. Providing amenities, products and services that meet the expectations of the membership.

Leadership. Managing the club and community in a manner that is inspirational, accountable, collaborative, adaptable, and forward thinking.

Environmental Responsibility. Managing our natural resources responsibly.

Transparency. Openly and honestly communicating with all members and employees regarding policies, events, issues, and finances.

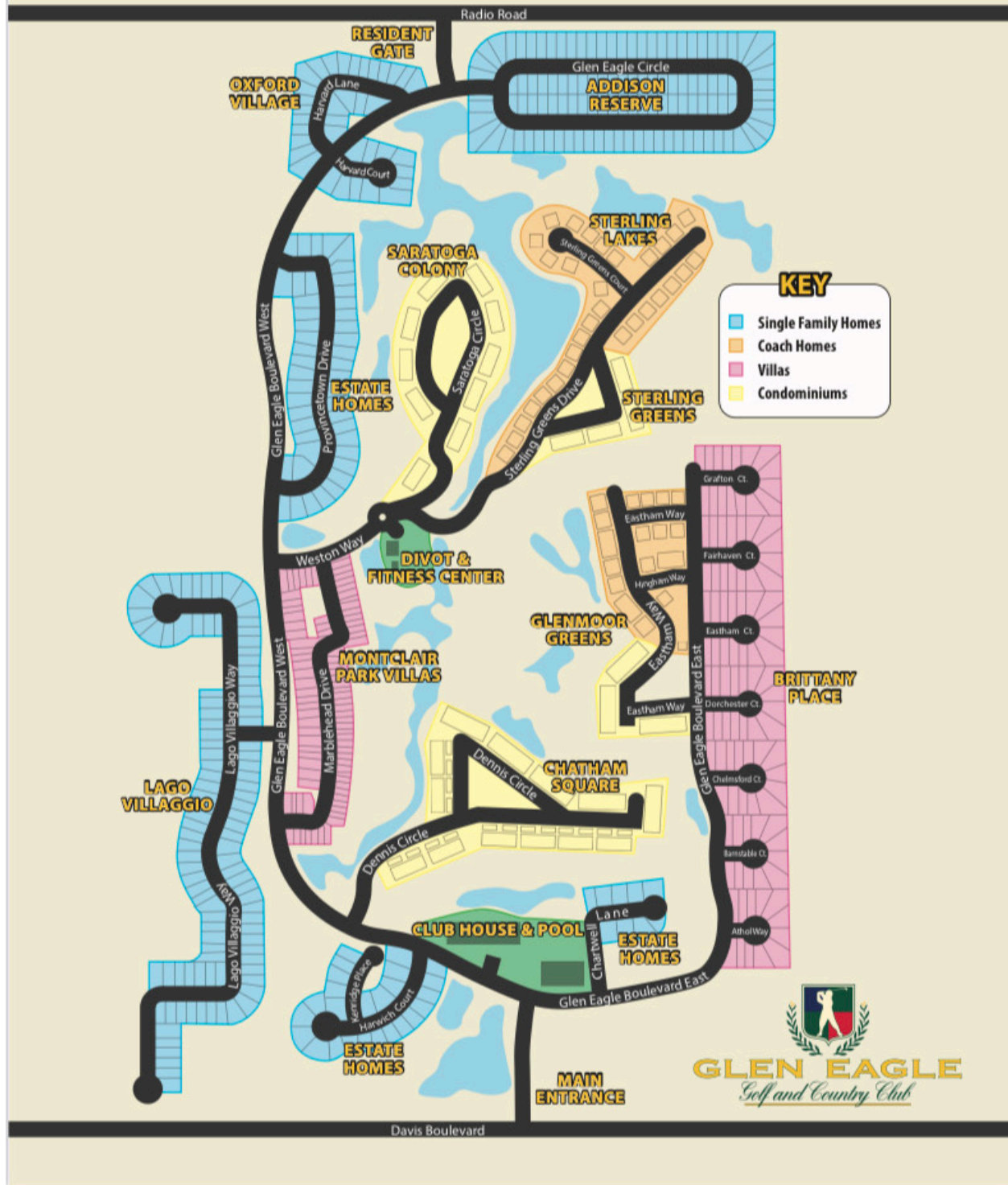


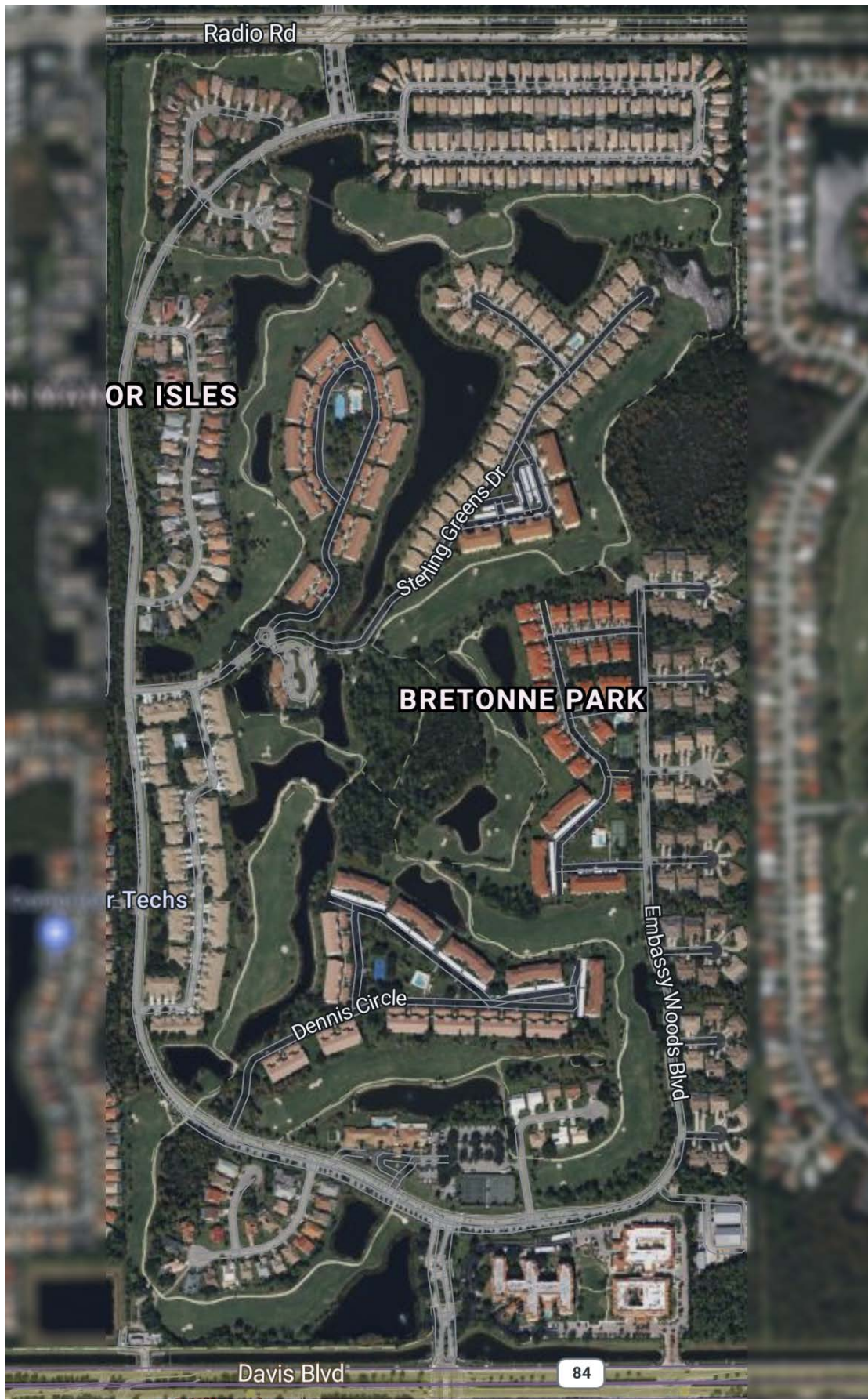
Glen Eagle by the Numbers

- 1,234 Memberships: 924 Golf & 310 Social
- Total Acreage 300+
- Annual Dues: Golf \$6,700/Social \$5,500
- Rounds of golf annually: approximately 45,000 18-hole & 15,000 9-hole
- Golf Course: Par 70, Yardage 5603 / 5056 / 4662 / 4294, GPS on Carts
- Approximate Gross Volume: \$ 10.1MM
- Approximate Gross Dues Revenue: \$ 7.9MM
- Approximate F&B Volume: \$1.9MM
- Approximate percent a la carte vs. catering: 90% /10%
- Club POS and Accounting Systems: Jonas
- Club is operating as a Florida Non-Profit Private Club
- Committees: Golf, Finance, Greens, House & Restaurant, Sports & Fitness, Building & Grounds, Long-Range Planning, Architectural Review, Communications
- 7 Board Members with annual elections, 2-year terms alternately renewing (4/3)
- 4 Tennis Courts, 2 Bocce Courts, 6 Pickleball Courts within local HOAs
- Average age of members: 68

Community Map

GLEN EAGLE GOLF AND COUNTRY CLUB





OR ISLES

Radio Rd

Sterling Greens Dr

BRETONNE PARK

r Techs

Dennis Circle

Embassy Woods Blvd

Davis Blvd

84

Job Description



Job Title: General Manager/Chief Operating Officer (GM/COO)

Reports To: Master HOA Board of Directors

Supervises:	Controller/Human Resources Manager	Facilities Director
	Head Golf Professional	Communications Director
	Food and Beverage Manager	Tennis Professional
	Executive Chef	Sports & Athletics Manager
	Building & Grounds Superintendent	Member Services Director

Job Summary (Essential Functions)

Serve as General Manager/Chief Operating Officer of the club. Manage all aspects of the club and community, including its activities and the relationships between the club and its Board of Directors, members, guests, employees, community, government, and industry. Inspire team members to create a culture of excellence in everything they do. This role has functional ownership of all aspects of the Club, including golf, events, agronomy, finance, food and beverage, wellness, human resources, and member services.

Coordinate and administer the club's policies as defined by its Board of Directors. Develop operating policies and procedures and direct the work of all department managers. Implement and monitor the budget, monitor the quality of the club's products and services, and ensure maximum member and guest satisfaction. Secure and protect the club's assets including facilities and equipment. Have operational and organizational oversight as well as P&L ownership.

Build effective Board, committee, and management team partnership relations through responsiveness, transparency, and trust, inspiring well-thought decision-making that supports the vision and mission of the Club. Compensation commensurate with qualifications and experience. The club offers an excellent bonus, 401(k) and benefits package.

Education and/or Experience

- Prior experience as a General Manager or significant experience as an Assistant General Manager at a large club.
- CAM Certification required. CCM, CPM, RMP or ARM Certifications desirable.
- Bachelor's degree from a 4-year college or university; Hospitality Management major preferred.
- Substantial private club industry experience, with management and supervisory experience, and a career of progressive professional advancement.
- Successful management of complex capital projects required.

Education and/or Experience (continued)

- Experience working with volunteer committees preferred.
- Attends conferences, workshops and meetings (e.g., CMAA's World Conference and Club Business Expo and CMAA chapter and CIRA Club meetings) to keep abreast of current information and developments in the field to enhance his or her value and quality of services to the members.

Job Knowledge, Core Competencies and Expectations

- Characteristics of a successful GM/COO includes honesty, straightforwardness, integrity, accountability, leadership, and dedication. The ability to recruit, train, develop, mentor, manage and retain highly-skilled employees, inspire and motivate others, earn the respect of the members and employees as well as the community at large.
- Always conducts himself or herself in a responsible and professional manner while at or away from the club and encourages other staff members to do the same to reflect the proper image of the club. Setting a tone of transparency and inclusion focused on creating unrivaled membership experiences.
- Able to be diplomatic and tactful – yet firm – in dealing with member constituents. Address any member behavior issues by empowering the staff and enforcing the Member Code of Conduct when needed.
- Must demonstrate interpersonal relationship skills; be an excellent communicator and a competent administrator; and must be able to effectively communicate the club's mission and vision, set goals and objectives as well as delegate to and coach and develop the department managers and their staff.
- Ability to think strategically while meeting operational and near-term objectives. Manage cross-functional teams and multi-disciplinary projects, make complex decisions in a dynamic environment in support of the club's vision, mission, and core values.
- Financial aptitude commensurate with executive duties. Set and maintain high standards for all facilities, services, and communications.
- Implements general policies established by the Board of Directors; directs their administration and execution, advancing the club's mission, discusses issues facing the club with the Board and identifies actual or anticipated problems, monitors long- and short-term objectives and financial reports, appraises the Board of Directors of trends, changing circumstances and unexpected occurrences that could result in making changes to the strategic plan.
- Plans, develops, and approves specific operational policies, programs, procedures, methods, rules, and regulations in concert with general policies. In conjunction with Management staff, establishes and employee rules and regulations, work schedules, internal controls, and a performance appraisal system.
- Coordinates the development of the club's long-range and annual (business) plans in efforts to move toward the club's mission, in consultation with the Controller, prepares a financial plan for the club.
- Coordinates development of operating, cash, and capital budgets according to the applicable budget calendars; monitors monthly budget and other financial statements.

Job Knowledge, Core Competencies and Expectations (continued)

- Welcomes new club members; “meets and greets” all club members as practical during their visits to the club. Develops ongoing dialogue and rapport with members through recognition, communication, and follow-through.
- Provides advice and recommendations to the club’s President and committees about construction, alterations, maintenance, materials, supplies, equipment, and services not provided in approved plans or budgets.
- Consistently assures that the club is operated in accordance with all applicable local, state, and federal laws.
- Coordinates the marketing and member-relations programs to promote the club’s services and facilities to present and potential members.
- Ensures the highest standards for food, beverage, sports and recreation, entertainment, and other club amenities and programming.
- Establishes and monitors compliance with purchasing policies and procedures; reviews and approves purchasing procedures and requirements.
- Convenes and presides over meetings with department managers and conducts regular staff meetings. Confers with subordinate department managers about personnel-related matters including compensation, job changes and performance evaluation. Writes policy and rule directives or approves those written by department heads. Has ultimate authority over inter-departmental matters and implements policies concerning employee-employer relations.
- Attends meetings of the club’s Board of Directors, selected community activities to enhance the prestige of the club; broadens the scope of the club’s operation by fulfilling the public obligations of the club as a participating member of the community.
- Serves as liaison between all management staff and the Board of Directors. Coordinates inter- and intra-committee activities.
- Develops, maintains, and disseminates a basic management philosophy to guide all club personnel toward optimal operating results, employee morale and member satisfaction.
- Prepares reports and other support material for committee and board use. Monitors and enforces all policies and directives set by the Board of Directors. Negotiates and recommends Board of Directors approval for contracts.
- Provides for and manages use of the club’s equipment, space, and materials. Oversees risk management programs to ensure that adequate safety measures are in place to protect members, employees, and club assets.
- Maintains relations with police, fire, liquor control board, health department and other governmental agencies. Directs purchasing, receiving, storage, issuing, preparation and control of all products, supplies and equipment. Provides for the security of the club, its environs, and members’ belongings, acting as a steward for the Club’s physical assets, property and facilities.
- Performs competitive analyses on clubs (ex. Beekman) and other businesses, provides Board with personal observations and historical reports.

Job Knowledge, Core Competencies and Expectations (continued)

- Convenes and presides over meetings with departmental managers; conducts all-facility personnel meetings. Directs the writing and publishing of the club on-line newsletter and plans for intra-club public relations.
- Gives direction to, and works closely with vendors, outside contractors, firms and individuals providing services to the club.
- Performs other duties and functions as the club board may direct that are consistent with this job description.

Licenses and Special Requirements

- Community Association Manager (CAM) – State of Florida License required.
- Certified Club Manager (CCM) designation or in current pursuit of this designation is desirable.
- Certified Property Manager (CPM) or Residential Management Professional (RMP) desirable.

If you feel your skills and abilities match up with our needs, and Glen Eagle sounds like a place you would like to work, please send your resume AND submit a completed Supplemental Information form found at www.GlenEagleGM.com to board@gleneaglecountryclub.com.