



Highlands Country Club *Highlands, NC*

General Manager Candidate Requirements



about the club

Highlands Country Club, nestled in the North Carolina mountains, is a premier, family-oriented private club known for its rich history and warm Southern hospitality. Established in 1928 with a Donald Ross-designed golf course, it offers members superb facilities and a dedicated staff. The club is committed to fostering a welcoming environment where members can build lasting relationships and create cherished memories.

It's also notable Robert Tyre "Bob" Jones, Jr. christened the course by hitting the first ball, two years before his 1930 Grand Slam win. The founders knew from that first shot, history was going to be made at Highlands Country Club. The Club continues to celebrate the rich heritage and traditions cultivated over the years, while remaining relevant and growing into the next 98 years.



Looking Toward the Future

- Ongoing Strategic Plan, reviewed monthly
- Nearing completion of a 40-person employee housing complex
- Future projects:
 1. 2 years: New Administration building, expanded Golf Course Maintenance Facility, expanded member parking
 2. 3-4 years: New Fitness Facility

[Visit the website](#)

Club Amenities

- 30,000 sq. ft. Main Clubhouse and 8,500 sq. ft. Casual Clubhouse
- 6,000 sq. ft. Fitness Center
- 18-hole Donald Ross Golf Course
- Golf Teaching Facility and Driving Range
- Ample outdoor recreational activities: Lake access, Kayaking, Paddle Boards, Canoes, Hiking
- Croquet Facility
- Har Tru Tennis Courts
- Heated saltwater Swimming Pool
- Multiple Dining Outlets: Formal Dining, Casual 1928 Tavern, Golfer's Turn, & Hudson House (Counter Service)



Club Overview

Memberships	470
Initiation Fee Dues	\$175 K
Volume Gross	\$11.7M
Volume F&B	\$1.6 M
Volume F+B Split	\$1.1M Food; \$490K Beverage
Gross Payroll	\$ M5.6
Employees	25 Year-Round, 11In5+ -Season
Average age	74
Board Members	9 + 1 Ex-Officio

Club Mission and Vision

Founded In 1928, Highlands Country Club is the premier, family-oriented private club in the North Carolina mountains. The Club exists solely for the social and recreational enjoyment of its members, chosen for their congeniality and social compatibility. It is steeped in rich history and tradition from its Donald Ross designed golf course to its community of caring members. The Club is committed to providing its geographically diverse membership with superb facilities and a dedicated and talented staff.

Highlands Country Club is a responsible and involved participant in the town of Highlands.

Club Culture Statement: Founded in 1928, HCC is steeped in rich history and tradition. The Club and its members are responsible and involved participants in the Town of Highlands. Our members foster a unity of spirit by honoring the Club's mission, culture, staff, and one another. Members are accomplished yet humble, and grateful to be a part of this remarkable club.

the position



Highlands Country Club is seeking a genuine, personable, and experienced club professional who thrives in a family-oriented club environment. Following the retirement of a beloved General Manager who served for 26 years, this individual must possess the ability to establish meaningful connections and have a proven track record of successfully leading teams and Boards.

The General Manager will be responsible for coordinating and overseeing all aspects of the club's operations. He/she must have strong financial acumen, project management experience, and strategic planning abilities. This role involves working closely with the Board of Governors and the management team to deliver personalized, high-touch service to club members and their guests while guiding the club into the future.

The General Manager will be responsible for continuing to promote a positive culture and delivering quality member experiences through hands-on leadership. Visibility and sincere engagement with members and staff is an important part of this role.



Personal Traits and Abilities

- A genuine and likeable personality with a passion for the club management profession.
- An individual with high integrity and emotional intelligence.
- Natural leadership style that has the ability to manage and set clear expectations for department heads, holding them accountable while empowering them in their roles.
- Highly visible to Members and employees; Developing meaningful relationships is of great importance.
- The ability to communicate concisely and effectively, both verbally and in writing.
- Disciplined follow-through to ensure the vision and goals of the Club come to fruition through buy-in from the Board, Committees, and Department Heads.
- The ability to listen intuitively to differing perspectives, responding and taking thoughtful action that is in the best interest of the Club and its Members.
- Ability to cultivate a high-level of member services and satisfaction.
- Has great experience and knowledge in Food and Beverage operations, continuing to improve and enhance the program.
- A strong understanding of how to provide top-notch operations and events that intrinsically lead to an elevated experience for members and guests.
- Highly focused and passionate about fostering an environment of healthy retention and being the employer of choice for recruitment.
- Effective fiscal management through delivery of actual operational and capital results in alignment with approved budgets.
- A known track record of developing and implementing long-term strategic plans.
- Experience initiating and executing capital improvement plans at the direction of the Board with a strong understanding of project management.
- Assure that the highest standards are set and achieved in providing member service and satisfaction.
- Maintains and upholds a positive and healthy work environment, carrying on the friendly, family-oriented culture.
- A firm understanding of Club governance and ability to implement best practices.
- Adept in conflict management with the ability to think on your feet and remain flexible when needed.
- Possesses a hands-on leadership style, stepping in as needed to support the team and Member experience.
- Stays up to date with Club industry trends, ensuring the Club is upholding traditions while implemented fresh and innovative programming and ideas.

qualifications



- ✓ A minimum of 7 years of progressive leadership and management experience in a private club environment.
- ✓ CCM designation is preferred.
- ✓ A Bachelor's degree in hospitality or business management is a plus.
- ✓ Relocation in close proximity of the Club is suggested.
- ✓ The position is available immediately.

Salary and Benefits

Salary is open and commensurate with qualifications and experience. The Club offers an excellent bonus and benefit package.

Employee Culture Statement

Highlands Country Club hospitality is about doing what is right and putting others above self. We strive to improve, both professionally and personally, and will always communicate the truth with love and respect. Safety is a team priority.

IMPORTANT

Interested candidates should submit résumés along with a detailed cover letter which addresses the qualifications and describes your alignment/experience with the prescribed position **by Friday, July 10, 2026**. These documents must be saved and emailed in Word or PDF format (save as “Last Name, First Name, Highlands GM Cover Letter” and “Last Name, First Name, Highlands GM Résumé”) respectively to:

Careers@thedeloziergroup.com.

All requested information, along with references, should be emailed to the address above.

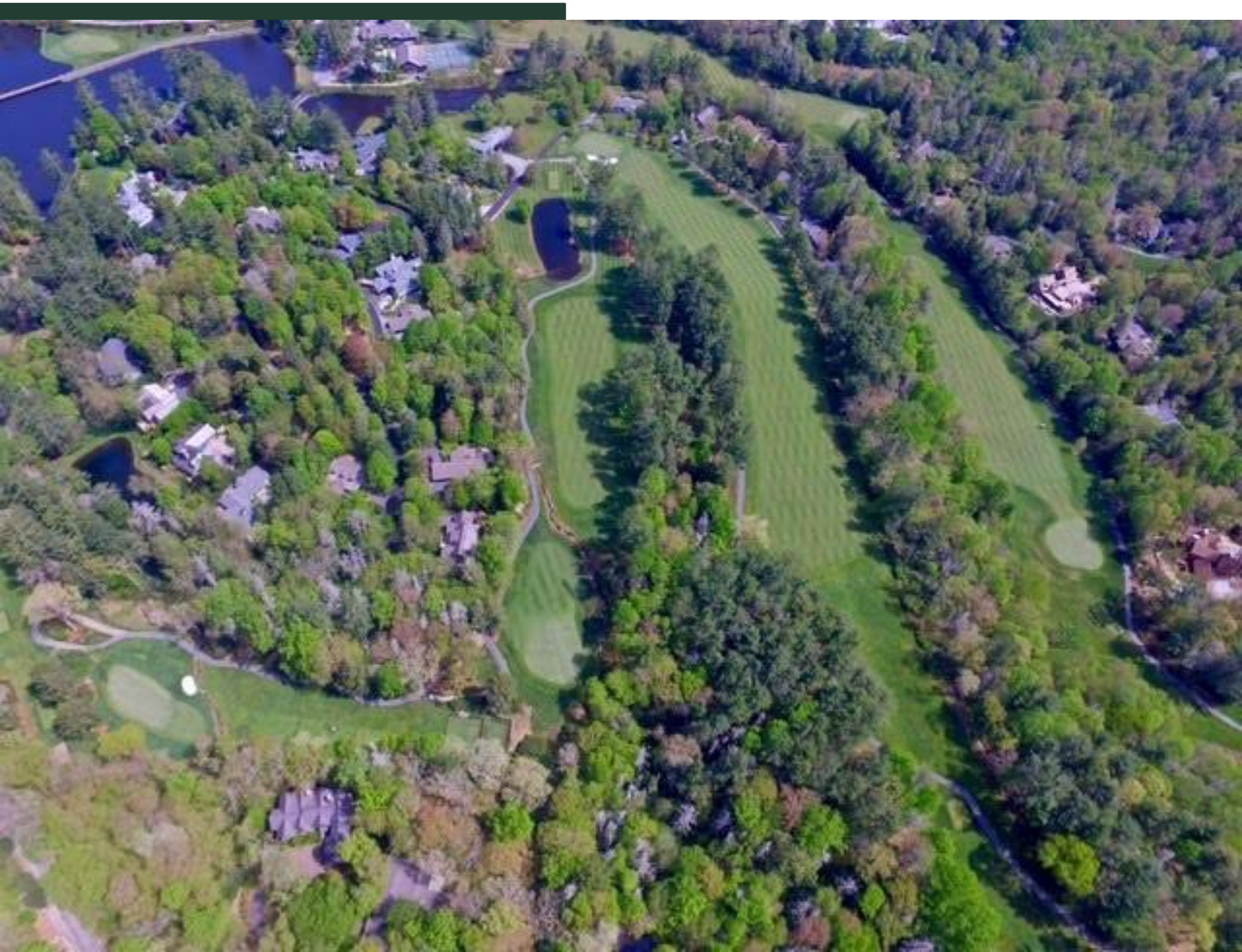
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