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GENERAL MANAGER/COO PROFILE: SOMERSET HILLS COUNTRY CLUB BERNARDSVILLE, NJ

THE GENERAL MANAGER OPPORTUNITY AT SOMERSET HILLS COUNTRY CLUB

EXECUTIVE SUMMARY

- Historic and traditional country club dating back more than 100 years.
- Golf course designed by A.W. Tillinghast, consistently rated one of the top 100 courses in the country.
- Strong financial status.
- Engaged and dedicated staff.
- Small membership with strong ties to the Club and the community
- Seeking a General Manager/COO who embodies and demonstrates a management/leadership style that promotes a culture with an emphasis on team development, organizational consistency, process and procedure development and financial management skills while maintaining the highest levels of service for all club services and ensuring high levels of member satisfaction and retention.

KEY ATTRIBUTES, SKILLS AND AREAS OF FOCUS

The successful General Manager/COO will demonstrate:

- A natural leadership style that promotes staff and membership engagement.
- Ability to act as a “courageous thought partner” with the Board and its Committees. Ability to build strong Board and Committee relationships while working to create a strong bond and communication exchange of diplomatic openness.
- Superior communication skills, exuding energy and creativity. Capable of building relationships with the members, the Board and all staff. Able to reach out to the community and represent SHCC at other local groups and regional clubs.
- Strong understanding of superb dining features and other food and beverage experiences that can be presented for the club members and guests.
- Effective financial management skills through development and oversight of the annual operating budget.
- Continual visibility to members and staff as the face of the club.
- Strong leadership and strategic planning experience.
- Developing a strong team culture through good hiring, training and consistent communication.
- *Developing Direct Reports and Others:* provides challenging and stretching tasks and assignments for personal/professional growth; holds frequent development discussions and follows through appropriately; is aware of a person’s career goals; constructs compelling development plans and executes them effectively; pushes people to accept developmental moves; will mentor those who need help and further development; cooperates with developmental system within the organization; is a people builder and “multiplier.”
- *Charisma:* possesses a seasoned, sound, savvy executive presence and magnetic leadership style.
- *Action Oriented:* enjoys working hard; is action oriented and full of energy for the things he/she sees as challenging; seizes more opportunities than others.

- *Change Management*: recognizes changing trends in the environment. Harnesses ongoing and updated tools to build organizational capacity and reliability. Engages staff and workforce through timely communication of priorities and is able to make the right tradeoffs. Inspires the right amount of urgency to move the organization toward continuing progress and new outcomes.
- *Decision Quality*: makes good timely decisions; based upon a mixture of analysis, wisdom, experience and judgment; most of his/her solutions and suggestions turn out to be correct and accurate when evaluated over time; always sought out by others for advice and solutions.
- *Execution*: continually achieves desired results; establishes clear goals, objectives and timelines for the team; holds self and team accountable; inspires a commitment to tasks and knows how to get things done; gets whole team aligned when necessary and knows how to “close the deal.”
- *Innovation and Creativity*: is good at bringing the creative ideas of others to market; has good judgment and insight about what new things and suggestions will work; can facilitate team brainstorming; can project how potential ideas may play out to the clubs advantage.
- *Integrity*: establishes and maintains the club’s core values and guiding principles; works extensively on his/her trust building skills toward creating confidences; is genuine and authentic and capable of ‘straight talk’ communications at all times; is the consummate ambassador for the club in all settings; is a credible leader while maintaining the right ‘service quotient’ to the membership.
- *Listening*: practices attentiveness and active listening; has the patience to hear people out; can accurately restate the opinions of others even when he/she disagrees.
- *Member Focus*: is dedicated to meeting the expectations and requirements of the members and their guests; gets first-hand member information and uses it for improvements in products, programs and services; always acts with the members in mind; establishes and maintains effective relationships with members and gains their trust and respect.
- *Patience*: is tolerant with people and processes; listens and checks before acting; tries to understand the people and the data before making decision and acting; waits for others to catch up before acting; sensitive to due process and proper pacing; and follows established process.
- *Time Management*: uses his/her time effectively and efficiently; values time; concentrates his/her efforts on the more important priorities; gets more done in less time than others; can attend to a broader range of activities.

SOMERSET HILLS COUNTRY CLUB & COMMUNITY

Somerset Hills Country Club is located in Bernardsville, a borough in Somerset County, New Jersey. In 2000, Bernardsville had the 10th -highest per capita income in the state. This wealthy and historic borough dates back to its incorporation in 1924. After the Civil War, many wealthy and prominent New Yorkers moved into the area, first as summer visitors, then as permanent residents of the Bernardsville Mountain. In 2009, part of the borough was listed on the National Register of Historic Places as the Olcott Avenue Historic District.

Somerset Hills Country Club has a rich history as well, dating back more than 100 years. The club was formed in 1899 for social and recreational purposes. The founders were primarily New York City residents and, thus, the use of “country” in the name of their Club.

The Club was originally situated along the Raritan River, partly in Bernards and partly in Bedminster Township. In 1918, the Club changed locations and the clubhouse was built at its current site. The golf course was designed by A.W. Tillinghast and is consistently rated one of the top 100 courses in the country. It is one of the few that has remained virtually unchanged since its opening. That may make it the most authentic Tillinghast course on the 100 Greatest list. It’s a charming, laid-back design that works through seemingly undisturbed rolling terrain, past rock outcroppings and around small-but-distinctive water hazards to some outrageous green contours guarded by knobby mounds dubbed dolomites. In honor of the 100th anniversary of the opening of the golf course, the club will be conducting women’s and men’s events in September.

For one hundred years, tennis “whites” have graced the grass courts of Somerset Hills. Although Somerset Hills has proudly hosted several national and international events, it has remained, first and foremost, a Club for members and their families.

Somerset Hills Country Club is available throughout the season for private events - simple or elaborate. The staff of SHCC provides members with professional and gracious service, well designed menus, and beautifully presented food. The private "Somerset Room" is also available for smaller groups of twenty-four or less.

In a rapidly changing technological world, the Club hopes to pass on to future generations the tradition of simple elegance that is Somerset Hills Country Club.

STAFF CREDO

- We will consistently provide our members and their guests with an exceptional club experience.
- We will demonstrate professionalism, warmth, graciousness and integrity in our work.
- We will maintain the tradition rich environment known for its quality of membership and staff.

SOMERSET HILLS COUNTRY CLUB BY THE NUMBERS:

448 members
\$65,000 Initiation fee
\$10,830 Annual dues
\$5.2M Gross volume
\$3.4M Annual dues volume
\$1.1M F&B volume
\$2.4M Gross payroll
50 Employees in-season; 16 off-season
16 Board members
58 Average age of members

SOMERSET HILLS COUNTRY CLUB WEB SITE: www.somersetcc.org

GENERAL MANAGER JOB DESCRIPTION

The General Manager/COO (GM/COO) is responsible for supporting the mission and vision of Somerset Hills Country Club. This executive has operational management authority over the daily operations of the club, as well as establishing short and long term organizational goals, objectives, plans, and policies subject to approval of the Board of Governors (Board) of Somerset Hills Country Club. The General Manager represents and serves the membership of Somerset Hills Country Club.

He/she is responsible for the financial and operational stability of the club and other external activities. Duties include direction setting, management of staff and all workforce issues as directed by the Board of Somerset Hills Country Club, including the focus on maintaining quality facilities, safety, services, and programs throughout all social and recreational offerings.

The GM/COO reports directly to the Club President and is responsible for carrying out the Board’s policies and vision. The Board is comprised of four officers: President, Vice President, Secretary, and Treasurer, and 12 Governors.

The GM/COO is responsible for ensuring that the organization is in compliance with all state and federal regulations governing the operation of private clubs. The GM/COO is expected to operate the Club as a first-class organization relative to all stakeholders, including the Board of Governors, the current membership and the employees. In addition, she/he is the Board's liaison to the staff of the Club and, as such, allows the Board to focus on longer-term strategic issues and avoid short-term operational issues, which are the staff's responsibility.

The GM/COO will work closely with the President to develop the Board agenda and to make certain that the Board has the appropriate reports and financial information it needs to monitor club operations, to understand its financial position, and plan for future club needs. The GM/COO will provide administrative and financial direction, will review adherence to operational goals, and the GM/COO will be available for managerial counsel on all matters. The GM/COO will work closely with the Board and the various department heads to ensure that the primary goal; a high level of membership satisfaction among the many constituencies is achieved.

The GM/COO helps the Board arrive at a consensus about important matters by providing pertinent information and interacts with the Board to investigate more efficient operating procedures and new club activities. He/she will also complete all responsibilities and duties as prescribed in the club bylaws and will perform other duties as directed by the Board.

The GM/COO will play a critically important role in maintaining and enhancing the spirit and culture of the Club, its membership and its employees. He/she will be a visible, warm and welcoming person who will be personally involved in the front of the house; both in terms of setting the tone and the training of employees and in being personally present at events, both big and small. The GM/COO must understand and enhance the intangibles that make SHCC a unique environment in the world of private, member-owned golf clubs.

The GM/COO directs a staff of 50 team members in all departments during in-season, and 16 team members off-season. The GM/COO has all club department heads reporting to him/her, including Head Golf Professional, Golf Course Superintendent, Club Controller, Clubhouse Manager, and Facilities Manager. The GM/COO will assume or delegate these duties and responsibilities if the department head is absent or disabled.

PRIMARY RESPONSIBILITIES OF THE GM/COO:

- Establishing a strong, collaborative relationship with the Board and staff that is built on trust and transparency along with open communications.
- In conjunction with the Board, developing the strategy, objectives and operating plans for the club.
- Planning, directing, coordinating, and evaluating all activities of the club in order to ensure that it effectively carries out the members' objectives in the areas of House, Golf, Tennis, Finance, Membership, and Legal, as well as other areas the Board shall deem desirable.
- Attending Board meetings, and is an ex officio member of all club committees.
- Delivering fine dining restaurant experiences. Ensuring the existence of high quality cuisine, the offering of chef driven foods and top shelf wines, liquors and spirits, while ensuring superior hospitality, ambiance and service commensurate with a top flight club experience.
- Continuing and building upon the positive member experience, culture, philosophy, and programs to maintain Somerset Hills's long-standing positive reputation in the region.
- Must be comfortable and competent being an integral and proactive part of developing relationships that lead to membership interest and/or business opportunities and is effective in orienting new members so their initial experience with SHCC results in constant use of the Club.
- Is a catalyst for identifying new programs/services and enhancing current ones for members and their guests to increase club usage, member satisfaction, and member retention.
- Ensuring appropriate executive management practices to maintain fiscal responsibility and stability for the club, which includes the design, implementation, and function of effective financial planning that includes the preparation of annual budgets and control procedures.

- Establish and monitor compliance with purchasing policies and procedures.
- Oversee the care and maintenance of all the Club's physical assets and facilities.
- Coordinates work of all outside contractors.
- Analyze financial statements, manage cash flow and establish controls to safeguard funds.
- Review income and costs relative to goals and take corrective action as necessary.
- Seeking and capitalizing on opportunities for improving the club's present services to its members and their guests as it relates to presenting them against the region's competitive marketplace.
- Directing, communicating and overseeing the growth and development of the staff and workforce in all departments, and maintaining a working knowledge and compliance of applicable federal, state and local laws and regulations, as well as other policies and procedures in order to ensure adherence in a manner that reflects honest, ethical, diverse, and professional behaviors.
- Maintaining disaster and emergency plans and systems and ensuring that club personnel are trained and rehearsed in correct disaster and emergency procedures.
- Be a "Visionary." Ensure Somerset Hills Country Club is constantly evolving, and the GM/COO must have the ability to blend changes that are required by the progressing and balancing of needs of the new and younger members with the long-standing traditions of a 100+ year old club.
- Must possess excellent intuition and interpersonal skills and be confident in trusting their instincts
- Attending educational meetings and annual conference of the Club Managers Association of America (CMAA).

CANDIDATE QUALIFICATIONS

- A minimum of 3 - 5 years of verifiable, progressive leadership and management experience in an active, private member focused club environment. NOTE: Those current Assistant General Managers or Club Managers at well-recognized clubs, with verifiable records of achievement, will be ***strongly*** considered for this role.
- A verifiable career track that demonstrates a record of tenure and commitment to previous employers, and that career moves were for enhancement of skills and experiences as opposed to 'unplanned' career changes.
- Strong general leadership skills with verifiable strengths in team development, financial performance, diverse recreational amenity management (golf, tennis, family activities and others are especially desirable), quality food and beverage programming, exceptional member/guest service programming, strategic planning, project management, and most importantly the ability to consistently define and achieve goals and objectives.

EDUCATIONAL AND CERTIFICATION QUALIFICATIONS

- A Bachelor's Degree from a four-year university or college is highly desirable, preferably in Hospitality Management.
- In lieu of the degree, substantial private club or hospitality experience will be considered.
- Certified Club Manager (CCM) designation preferred.

SALARY & BENEFITS

Salary is open and commensurate with qualifications and experience. The club, along with the typical CMAA benefits, offers an excellent bonus and benefit package.

INSTRUCTIONS ON HOW TO APPLY

Please upload your resume and cover letter (in that order) using the link below. You should have your documents fully prepared to be attached when prompted for them during the online application process.

IMPORTANT: Save your resume and letter in the following manner:

"Last Name, First Name Resume" &

“Last Name, First Name Cover Letter”

(These documents should be in Word or PDF format)

Note: Once you complete the application process for this search, you are not able to go back in and add additional documents.

For directions on how to upload your resume and cover letter [visit this page](#).

[Click here](#) to upload your resume and cover letter.

If you have any questions please email Nan Fisher: nan@kkandw.com

Lead Search Executive:

Thomas B. Wallace III, CCM, ECM

Partner, KOPPLIN KUEBLER & WALLACE

412-670-2021 (Cell) – Strongsville, OH

Tom@kkandw.com