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GENERAL MANAGER/COO PROFILE: FAIRMOUNT COUNTRY CLUB CHATHAM, NJ

THE GENERAL MANAGER/COO OPPORTUNITY AT FAIRMOUNT COUNTRY CLUB

Fairmount Country Club is looking for a General Manager/Chief Operating Officer with strong leadership skills who will be a strong, enthusiastic leader with a transparent management style, who will act as true “thought partner” for the Club and help lead Fairmount Country Club from good to great.

[Click here to view a brief video about this opportunity.](#)

FAIRMOUNT COUNTRY CLUB & COMMUNITY

Founded in 1958, Fairmount Country Club is a private, members-only club. The club features an 18 hole par 72 golf course, driving range, a golf and tennis pro shop, four tennis courts, swimming pool, and a clubhouse where regularly scheduled social events are held. It is a year-round family oriented country club located in Chatham, New Jersey. Club membership is by invitation only.

Fairmount Country Club offers its members a bounty of amenities. This private New Jersey golf course is challenging and scenic and offers a driving range and practice facility. The Club also offers tennis programs, league play, and high caliber professional instruction, with four new hydro tennis courts. In the summer months the Club offers swimming and tennis clinics for juniors and adult players of all levels.

Members enjoy varied recreational activities including a swimming pool from Memorial Day through Labor Day. The pool has a diving board, slide and lap lanes, as well as, bocce, ping pong, knock hockey, and much more. Children may participate on the swimming team, take private lessons, or just enjoy the summer with friends. Many fun, family oriented activities take place throughout the summer.

Major capital projects planned are a \$2.2M irrigation project, plus a \$7M new pool, recreational clubhouse including new indoor/open air convertible dining facilities, and addition of paddle tennis.

FAIRMOUNT COUNTRY CLUB BY THE NUMBERS:

- 468 members
- \$50,000 Initiation fee
- \$9,000 Annual dues
- \$6.69M Gross volume
- \$3.16M Annual dues volume
- \$1.83M F&B volume
- \$3.13M Gross payroll
- 84 Employees in-season; 54 off-season
- 12 Board members
- 49 Average age of members

FAIRMOUNT COUNTRY CLUB WEB SITE: fairmountcc.com

GENERAL MANAGER/COO (GM/COO) JOB DESCRIPTION

The General Manager serves in the capacity of Chief Operating Officer of the Fairmount Country Club and implements the policies established by the Board of directors; and bylaws. The incumbent develops operational policies and is responsible for the creation and implementation of standard operating procedures for all areas. This includes the preparation of the annual operating and capital budgets and, after Board approval, the management and control of the operations to attain the desired results. The General Manager/COO coordinates all management functions and works in concert with committee chairs in assisting them in the development of proposed policies, programs, events, etc. In general, the incumbent consults with the Board on all matters of significance or potential significance. As Chief Operating Officer, the General Manager is responsible for the promotion of the Club and the dissemination of hospitality, friendliness and goodwill among members and guests. His/her goal is always to help members and their guests enjoy the facilities and programs of their Club.

In addition to coordinating and supervising all of the management and administrative functions of the Fairmount Country Club, the GM/COO will oversee the preparation of annual operating and capital budgets, supporting the strategic and tactical initiatives and expectations that he/she has established with the Board. The GM/COO will be the primary Club representative to ensure that significant capital/asset/lease improvements are well conceived, thoroughly planned and executed, and that the status of such projects is consistently communicated to appropriate constituencies within the Fairmount Country Club.

The GM/COO is the primary coordinator, through his/her team of management professionals, of budgeting, hiring, training, orientations and teammate "culturization," and supervision of associates. He/she will therefore be using and applying relevant and necessary marketing techniques to drive member usage of operations along; assuring member and guest needs and desires are consistently met and often exceeded. *Club member and guest satisfaction and enjoyment of the programming and service experience at the Fairmount Country Club are primary "drivers" to its overall success.*

The GM/COO, as a strong and highly visible and respectful presence with the membership, must be an exceptional communicator, have adroit personal interactive skills and the maturity to instinctively know how to make members and guests feel that they are consistently treated in a gracious manner. Further, he/she must be able to communicate these expectations to staff with diverse backgrounds and get them to understand and execute to those expectations.

The GM/COO is the key influence to ensure that members are engaged from a programming, activities, servicing and experience perspective. Members are exceptionally social and active and the GM/COO must be intuitively engaged and in tune with this very member-centric, fiscally responsible environment.

KEY ATTRIBUTES AND AREAS OF FOCUS

The successful General Manager/COO will demonstrate:

- A natural leadership style that promotes staff and membership engagement.
- Show patience, observe, listen, ask questions and learn about the culture and heritage of Fairmount Country Club and the surrounding community.
- Ability to act as a thought partner with the board and committees.
- Superior communication skills, exuding energy and creativity.
- Disciplined follow up to complete team goals and objectives.
- Attentiveness to member services and satisfaction while also helping to attract new members.
- Strong understanding of superb dining and other food and beverage experiences for the club members and guests.
- Capital project and renovation oversight experience.
- 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.

- Understands the importance of and is able to leverage web, social media tools to communicate with the staff and membership.
- Strong leadership and strategic planning experience.
- Cultural development through good hiring, training, communication, and developing a strong team work ethic.
- Ability to build a strong board and committee relationship, working to create a strong bond and communication exchange of diplomatic openness.

MAJOR DUTIES AND RESPONSIBILITIES:

Member Services

- Knows the members, their families, and their desires.
- Provides quality leadership and a positive upbeat image for the Club and its amenities. Leads with the dictate to provide members with premier service in casual and fine dining, recreational excellence, quality products, and an exciting calendar of club events. Maintains detailed records on events.
- Plans his/her work schedule so as to be personally visible and readily accessible to members and their guests at the right times and in the right places.
- Assures the smooth, efficient daily operation of the club to provide the members and guests with an environment of excellence in hospitality.
- Oversees a top-rated food and beverage operation, with appealing menus, properly priced, and featuring exemplary service. Develops and executes a highly regarded party and banquet business.
- Oversees a top-flight golf operation including golf course conditions, facilities, and programs for all levels players' skills.
- Addresses and resolves member complaints and suggestions, in such areas as general service, athletic programs, employee attitude, maintenance, and cosmetic appearance of the facility.
- Furthers his/her own continued development as a club management professional by participation in appropriate Club Managers Association of America (CMAA) seminars and conferences, and others as approved, thereby enhancing his/her value and quality of services to the membership.

Employee Relations

- Coordinates all department head compensation, benefits, performance, disciplinary, and other significant personnel actions.
- Interviews and appraises all applicants for key positions, and exercises final approval authority over all the clubs hiring.
- Initiates employment programs and recruitment efforts that result in the club being viewed as sought after place to work, especially for wait staff and entry level employees.
- Interacts with department managers pursuant to the appraisal, discipline, and/or discharge, of any employee.
- Provides for the training and further development of all department heads and other personnel. Creates and environment of true team spirit among the staff.
- Ensures that a positive and healthy working environment exists throughout the club, one that is free of safety risks and all forms of employee harassment.

Financial Management

- Prepares annual operating and capital budgets and, after Board approval, manages and controls the operations to attain the desired results.
- Provides input to all department heads, professional staff, and key personnel, projecting and developing budgets, capital spending plans, fiscal controls, and operational guidelines.
- Installs controls and cost-effective procedures related to employee payroll, purchases, inventories, and supplies.
- Responsible for approval of contracts, all accounts payable, all labor cost payouts, and maintains them within the constraints of the budgets and through close coordination with the Board of Directors.
- Maintains an up-to-date management information system which can be counted on for timely and accurate information for all parts of the club.

Communications

- Develops ongoing dialogue and rapport with club members through recognition, communication, the club's newsletter, and follow through. Assures satisfactory communications between the club members and employees.
- Coordinates a program for the orientation of new members, Board members and staff.

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 Degree is highly desirable, preferably in Hospitality Management or Business.
- In lieu of the degree, substantial private club or hospitality experience will be considered.
- Certified Club Manager (CCM) designation preferred but not a must.

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

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