

DIRECTOR OF OPERATIONS PROFILE: FRESH MEADOW COUNTRY CLUB LAKE SUCCESS, NY

THE DIRECTOR OF OPERATIONS OPPORTUNITY AT FRESH MEADOW COUNTRY CLUB

An amazing opportunity exists for candidates with a successful track-record of leadership and high quality Food & Beverage operations management in private clubs or high-end establishments in the hospitality industry. We are conducting the Director of Operations search for Fresh Meadow Country Club located in Lake Success, New York. The candidate will be an integral part of a high-performing team at one of Long Island's premier country clubs. This position will prepare the candidate for the next career phase, General Manager.

FRESH MEADOW COUNTRY CLUB & COMMUNITY

With an ideal location nestled on Long Island a few miles east of New York City, Fresh Meadow Country Club has been host to many historic events as well as famous celebrities throughout the years. From the beginning, Fresh Meadow has been a first class country club. The original members wanted their course to be one of the country's great examinations of golf that would test the leading players in major competitions. They engaged A.W. Tillinghast to design the course, which opened in 1923 and hosted the PGA Championship in 1930.

The 1932 U.S. Open was held at Fresh Meadow Country Club, then in Flushing, New York. The course where this U.S. Open was played in Queens no longer exists. The Fresh Meadow Country Club sold the property in 1946, which was developed as a residential neighborhood (the Fresh Meadows section of Queens). The club then purchased the property, clubhouse, and golf course of Lakeville Golf & Country Club in Lake Success, its current home.

Incorporated in 1926, Lake Success in Nassau County was the temporary home of the United Nations from 1946 to 1951, occupying the headquarters of the Sperry Gyroscope Company. In 2012, *Forbes* magazine reported that Nassau County was one of the highest income counties in the United States and the most affluent in the state of New York.

Fresh Meadow Country Club offers members and their guests an unparalleled level of luxury and attention to detail, from the spaces within the clubhouse and the beautifully manicured golf course to the five star culinary team and well trained service staff. The exquisite clubhouse is expansive, yet can be configured to provide intimate settings and distinct venues within its spaces. The recent remodel highlights the luxurious interiors, while giving the Club a more contemporary yet refined casual elegant feel.

The outstanding manicured golf course is highly regarded in the NY Metropolitan area and beyond. Well-maintained and challenging, it provides solace from busy suburban living outside the gates of this 170 acre golfing heaven. The Head Golf Professional, Matt Dobyms, is a two time winner of the PGA Professional National Championship, among other notable wins, and various appearances on the PGA TOUR.

Fresh Meadow's premiere services, along with exquisite Clubhouse decor, a challenging golf course, and outstanding tennis and pool programs, make it a fun filled place for members and their families. As a private Club, membership is by invitation only.

FRESH MEADOW COUNTRY CLUB BY THE NUMBERS:

- 421 members
- \$50K Initiation fee
- \$21,100 Annual dues
- \$10M Gross volume
- \$6.1M Annual dues volume
- \$3.16M F&B volume
- \$5.44M Gross payroll
- 125 Employees in-season; 75 off-season
- 22 Board members
- 68 Average age of members

FRESH MEADOW COUNTRY CLUB WEBSITE: www.freshmeadow.org

DIRECTOR OF OPERATIONS JOB DESCRIPTION

The Director of Operations (DOO) assumes all management responsibilities of the Clubhouse Operations of Fresh Meadow Country Club and functions as the key operating manager in the absence of the General Manager.

The DOO:

- Ensures that Fresh Meadow Country Club members enjoy outstanding food and beverage operations by providing appealing menu offerings that are appropriately priced and featuring respectful, efficient, and exemplary service. Food & Beverage operations are a primary focus of the DOO.
- Provides quality leadership and contributes to the positive atmosphere of the Club and associated operations.
- Reports to and assists the General Manager in all operational and functional areas of the Clubhouse as needed and directed.
- Overseas staff management: Banquet, Dining Rooms, Gym, Pool, Security, IT & Admin, Engineering, Locker Rooms, Purchasing, and Housekeeping.
- Is a Member of the Executive Staff Team and works closely with the Executive Chef, Golf Pro, Tennis Pro, Finance Director, Pool Management and Committee Members.
- Interacts positively, professionally, with poise, and politely with all team members, vendors and the community to promote a team effort.
- Maintains positive vendor relationships and seeks new outlets for improved products and services.
- Maintains and continually improves on Member service quality in the management of direct reports, all relevant Club environments, operation of the Clubhouse, and all events and programs presented for the members.
- Seeks out new and innovative ways to meet and respond to the needs and demands of the ever changing and diverse age group of the membership. Displays strategic thinking, excellence, passion, and forethought.
- Comes to work regularly and on time, follows directions, welcomes feedback, and takes criticism appropriately. He or she gets along well with co-workers and supervisors and treats co-workers, supervisors, and members and their guests with respect and courtesy.
- Is a complete team player. Meets deadlines and follows through on requests/questions from members and team members. Proactively seeks solutions, and involves team members in the decision making process.
- Must maintain a "lead by example" approach within the clubhouse while maintaining a very upbeat, "can do" and "get it done" attitude toward members, services, programs, and initiatives.
- Is responsive to members' requests and strives to find creative ways to accommodate reasonable requests. He or she believes in the service philosophy: "the answer is 'yes,' what is the question?"
- Assures the smooth, efficient daily function of the clubhouse operations to provide its members and their guests with the experience and services for which Fresh Meadow Country Club is well known. The focus is to provide an enjoyable, high quality, first class environment.
- Ensures proper opening, closing and security procedures of Clubhouse and all related areas.

- Ensures the highest standard in special and Club event planning with members and committees. Executes these events with staff to produce qualitative and pleasing results.
- Establishes and maintains open and approachable relationships with the Membership while being proactive to their needs. The expectation is to address Members by name and maintain visibility and a management presence during at critical times.
- Coordinates with the GM, as appropriate, on clubhouse staff compensation, benefits, performance appraisals, disciplinary actions and other significant personnel actions, including keeping the GM informed of significant changes before they occur.
- Is responsible for hiring, training, developing, and evaluating staff in all areas designated with the assistance of those department managers and Human Resources.
- Coordinates closely with Human Resources for new hires, terminations, performance evaluations, and employee relation issues.
- Clearly understands and values the importance of staff recruitment, retention, and overall commitment to quality as core drivers to Fresh Meadow Country Club's success.
- Works with the leaders in the Clubhouse to plan, supervise, and direct the work of all clubhouse employees, and interacts with them pursuant to orientation, appraisal, discipline and/or discharge issues.
- Places great importance on staff communications and interaction. Conducts weekly staff meetings and pre- and post-event meetings to ensure understanding of the expectations and quality of outcomes for every member experience.
- Implements agreed to Standard Operating Procedures with staff that supports a culture of Service Excellence.
- Provides a high level of mentorship for department leaders and emerging talent.
- Oversees the Fresh Meadow Intern program for the Clubhouse to provide a valuable and educational experience for the best possible candidates that will understand and provide the ultimate in service meeting our Members' expectations (H2B and J1).
- Oversees safety to ensure a healthy and safe workplace with well trained staff that mitigates risk, accident and injury.
- Assists the GM and Controller with budget preparation and adheres to budgetary guidelines in management and operation of Clubhouse, including costing of events, personnel costs, and projections for the operation of all departments under their control.
- Ensures that appropriate controls and cost-effective procedures related to employee payroll, purchases, inventories, supplies, and other necessary expenditures are in place.
- Provides proactive, accurate, timely and meaningful reports and analysis.
- Keeps the GM informed of all significant or potentially significant operating matters, problem areas, achievements, or other matters of importance.
- Is responsible for the general care, maintenance, and upkeep of the physical plant and facilities.
- Delegates appropriate responsibility to department leaders while remaining responsible for clubhouse operations—giving credit to the team and taking responsibility for any shortcomings.
- Attends weekly or special management and staff meetings, Committee meetings, and any other meetings as required.
- Undertakes special projects from the General Manager as assigned.
- Maintains professional memberships and attends educational offerings that benefit both the Club and their personal career growth.

CANDIDATE QUALIFICATIONS

The ideal candidate:

- Has three to five years of management experience in a similar, high-end club, hotel, or other hospitality operation environment.
- Is a passionate and highly motivated professional who enjoys full member engagement and making each moment special and memorable.

- Has a fundamental understanding of what constitutes a “premier Club experience,” and the proven ability to execute to that level.
- Displays an understanding of facilities and membership management.
- Displays a working knowledge of financial acumen, HR policies and regulations, food and beverage and the club industry.
- Is skilled in hiring, supervising, managing, mentoring and developing high achieving employees. Perpetual training and coaching are essential.
- Has an in-depth knowledge of wine, beer and spirits. Sommelier certification would be a plus.
- Possesses a good sense of humor and an ability to have fun.
- Must remain calm under pressure and maintain expedient execution of events, resolution of conflicts or complaints, while maintaining a leadership position overall.
- Is organized, predictable, consistent and detail oriented with the ability to multi-task and prioritize competing or conflicting projects.
- Must possess effective problem-solving, effective verbal and written communication skills, while demonstrating respect and achieving respect of the staff and the Executive Staff team.
- Has a patient, friendly, outgoing personality and a positive attitude. Is personable with members and guests, while maintaining a respectful professionalism.
- Has a verifiable track record of successfully leading and growing dynamic hospitality operations including building revenues, controlling costs and meeting or exceeding planned and budgeted bottom line goals and objectives in food and beverage operations.
- Required computer skills of Word, Excel, Outlook, POS systems (JONAS), and time management systems. Web based training including use of reservations systems a plus, as well as familiarity with social media as a business tool.
- Has strong listening skills and is able to absorb a multitude of ideas and filter to the most important and viable options for action and completion.
- Must have an extensive knowledge of all areas of hospitality operations and a strong F&B background.
- Has strong management skills with verifiable strengths in “self-starting” leadership, financial performance, and “people” skills. Someone who acts with urgency yet maintains a calming presence.
- Has the ability to consistently define and achieve goals and objectives. Proven and verifiable leadership qualities with the demonstrated ability to direct, coordinate and control all facets of an active clubhouse operation.
- Has strong organizational and time management skills; identifying the details necessary to consistently achieve high levels of quality, satisfaction and outstanding member experiences.
- Has the ability to interact effectively before diverse constituencies of members, board members, committees, staff, vendors and other people who are part of the Fresh Meadow family.
- Embraces the service ethic and displays a passion for providing the consummate member experience on a daily basis.
- Is a professional with a verifiable, positive career track, someone who has been a “difference maker” wherever the candidate has been in the past.
- Is confident in his or her abilities yet humble in his or her interactions.
- Has a professional appearance and demeanor and expects the same from his or her staff.
- Aspires to progress to a GM role with a continuous desire to improve him or herself.

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 high-end, private club or hospitality experience may be considered.
- Food safety certification is preferred.
- Alcoholic beverage certification is 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

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