

**GENERAL MANAGER/COO: BELLE HAVEN COUNTRY CLUB
ALEXANDRIA, VA**

THE GENERAL MANAGER/CHIEF OPERATING OFFICER OPPORTUNITY AT BELLE HAVEN COUNTRY CLUB

One of the area's premier golf and country club facilities, Belle Haven Country Club, is seeking a positive, energetic, enthusiastic, competitive, highly capable professional who has strong leadership experience at a verifiably well-run and well-regarded club. The future GM/COO must be able to demonstrate teambuilding skills, financial literacy, project management skills, proven skills relevant to success in the changing demographics of the club world, and have an intuitive strength in building consensus, setting clear goals and objectives, and executing effectively to these well-defined targets, and doing so with a strong and natural "mentorship" style. Visibility, member engagement, and authentic enjoyment of building member relationships is critical, as is having the style of someone who can positively guide the Board and Committees in a professional, respectful, and diplomatic manner.

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

BELLE HAVEN COUNTRY CLUB & COMMUNITY

Belle Haven Country Club is located just south of Old Town Alexandria in Fairfax County, Virginia, and just across the river from Washington, DC. The Club's 150 acres are bordered to the east by the George Washington Parkway and the Potomac River. The location offers easy access to the nation's capital, either by road or by rail. The quaintness of Old Town coupled with the proximity to DC provides a variety and abundance of culture, entertainment, shopping, and dining.

Belle Haven Country Club and the surrounding Belle Haven residential community began together in the early 1920's when David Janney Howell, a civil engineer from Alexandria, purchased the land and set up two corporations, one to construct a golf course and club, and the other to develop a residential subdivision. What began as a modest 9-hole golf course and clubhouse along the Potomac River in 1924 has grown into a private, full service country club boasting an 18-hole golf course designed by world-renowned architect, Arthur Hills.

Belle Haven Country Club is proud of its par 72, 6,965 yards, 18-hole championship golf course. Redesigned in 2002-2003 by renowned golf course architect, Arthur Hills, the course is considered to be one of the finest courses in Virginia and the Mid-Atlantic area.

The clubhouse is beautifully appointed and welcoming, with a classical design that represents the tradition which is Belle Haven. Yet it incorporates the best of modern country club architecture, built to meet the demands and demographics of its members. The Club's proximity to the Potomac River gives members and their guests panoramic views of the water from the informal and terrace dining areas. The ballroom is surrounded by floor to ceiling windows overlooking the golf course and Potomac River, and can accommodate up to 300 people for elegant events.

Tennis complex includes eight outdoor clay courts, five DecoTurf indoor courts, and two outdoor platform tennis courts. A 2,500-square foot Fitness Center includes separate aerobics and workout rooms equipped with state-of-the-art cardiovascular equipment, saunas, and steam rooms, all located next to an eight-lane 25-meter outdoor pool.

BELLE HAVEN COUNTRY CLUB VISION

To provide a lifelong haven for our members, their families, and guests where they can enjoy social, dining, and recreational activities in outstanding facilities, with an experienced and courteous staff, consistent with the expectations of our culture and traditions.

MISSION STATEMENT

To be a premiere, full service, family oriented, private country club committed to excellence.

BELLE HAVEN COUNTRY CLUB BY THE NUMBERS:

- 677 members
- \$82,000 Initiation fee
- \$7,080 Annual dues
- \$11.8M Gross volume
- \$5.76M Annual dues volume
- \$3.14M F&B volume
- \$6.15M Gross payroll
- 225 Employees (FTE) in-season; 146 off-season
- 12 Board members
- 55 Average age of members

BELLE HAVEN COUNTRY CLUB WEBSITE: www.bellehavenccl.com

GENERAL MANAGER/CHIEF OPERATING OFFICER JOB DESCRIPTION

The GM/COO at Belle Haven is best described as a CEO and has full responsibility for all aspects of operations at the Belle Haven Country Club (BHCC). The new leader will be effectively managing all resources and reporting to the Board of Directors and the President who can best be described as a Board Chair in the governance model the club desires, and is expected to be the embodiment of an “exceptional member-centric experience.” Supporting and effectively working with a large number of committees, who are important part of BHCC’s long history and success, is also a necessary and important skill set.

The GM/COO will lead the management team, many of whom have many years of tenure at the Club, be representative of modern management ‘metric-oriented’ practices, and indirectly supervise all employees of the Club while intuitively promoting a positive, engaging and highly competent service culture in all operations. The successful new GM/COO at BHCC will need to have especially strong skills in “mentoring” and “holding accountable” a senior staff and group of meaningfully engaged employees. The Club membership has a high regard for its staff, and the enhanced continuance of an energized, well-trained, committed team is critical for continued success. *A sincerely engaged, personally invested, instinctual style is particularly important for one’s success.*

He/she is expected be an interactive “thought partner” with the Board and Committees, working closely with both groups as collectively they make decisions and set strategic direction for the long-term well-being of the membership. Like many clubs, BHCC has many new, younger members with families and the balance of tradition with relevance to today’s member needs and expectations is a critical success factor. The diversity in member age, vocation, wealth, avocation, and utilization make the environment at the Club both dynamic and, at times, challenging for club management.

He/she must be a proactive leader in BHCC’s membership recruitment and retention efforts. It is critical that s/he understands the local market and economy. The candidate must be comfortable and competent being an integral and proactive part of developing relationships that lead to membership interest, retention and/or business opportunities, and is effective in orienting new members so that their initial experience with BHCC results in constant use of the Club.

Additionally, the new GM/COO must be a professional and highly respectful in his/her personal style, demeanor and presence, and someone who recognizes and is comfortable interacting with all demographics of members, staff and other constituents who contribute to the success of the Club; name recognition is a foundation of such success and this style must be a critical competency of the top executive. He/she must be able to clearly and intuitively “walk the talk,” exemplifying how to perpetuate a true top “Member Experience” commensurate with what should be one of the top family-oriented country clubs in the Mid-Atlantic.

Also, critically important is for the GM/COO to have especially strong and verifiable financial skills and acumen. With the club's near-term focus on improving the overall financial condition, the GM must be a very astute capital resource allocator. Effective communication skills, both verbally and written are also of high importance as s/he will be the primary communicator of important Club information.

Very strong leadership skills and guidance is of utmost importance as s/he will be positioned to guide the club in all aspects of strategic planning. Attention to detail, and having necessary and appropriate follow up skills are very important personal characteristics and will prove especially important in all areas of the club and amenities as the Club has recently completed an extensive strategic plan that has been syndicated with members and will be the long-term road map for their success out to 2024. There are 6 principal goals in that strategic plan that will become demonstrable position goals of the new GM. These include measurable metrics that can be tracked and evaluated.

INITIAL PRIORITIES OF THE NEW GM/COO

- Listen and observe, a lot, while "learning and assessing" the operation;
- Get to know members and staff as quickly as possible, engaging them in an intuitively sincere and enthusiastic manner;
- Learn the history of the community and develop the relationship with key local business leaders and influencers;
- Work closely with the Board, Committees, and senior management staff to ensure a full and complete understanding of BHCC, its history, culture, and traditions before making any significant changes;
- Focus on the Food and Beverage operation, recognizing that it is the 'heart' of the BHCC experience, and its consistent delivery and execution of a positive, well-regarded product is a critical success factor;
- Understand the financial model, its history for implementation and need for adherence by all departments/managers, and clearly understanding how BHCC makes its financial projections;
- Focus on the two key elements to long-term success at BHCC---membership engagement and membership recruitment/retention.
- Capital project and renovation oversight, communication and management.

To reiterate, fostering a culture of solidarity and teamwork throughout the team and the Club at large is very important to the staff and membership. Significant to this expectation is the ability to lead a team of friendly, engaging, competent, and passionate staff who are sincere about serving the Club's members.

CANDIDATE QUALIFICATIONS

- Significant progressive management experience in a well-regarded private club or similar hospitality environment, preferably with at least 5 years in a top executive role. Preferably, strong and verifiable experience in leading a dynamic, progressive, "family-centric" club environment with significant recreational and social activities and amenities. **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 commitment to on-going professional development and clear understanding of both trends and benchmarks in the club industry, as well as a strong professional "network."
- Possessive of solid and verifiable success in F & B operations, including the proven ability to inspire, train, and set standards; is creative and innovative, and generally regarded as having overseen a top tier F & B operation.
- Especially strong financial acumen, budgeting and presentation skills, along with an intuitive "ROI" mindset, being able to effectively communicate the vision behind the numbers.
- A true appreciation of golf, its history and how to deliver an exceptional "experience" to members and guests.
- A verifiable history of success in working in a volunteer, member owned organization, appreciating the need to gain consensus and "buy in" to well-conceived, majority interest objectives benefiting the long term well-being of the organization. Having proven and demonstrable success in a strong committee culture is necessary.
- A history of "mentoring" others to both develop their skills and to benefit the organization.
- Strong and polished personal presence with an intuitive desire to meet, interact with, and build strong

relations amongst all constituents.

- A fundamental nature of calmness and strength, as well as tactfulness and diplomacy.
- Especially strong overall communications skills in both verbal and written form, as well as in listening. Further to this attribute is the ability to communicate in multiple media forms, and to recognize when and how such communication is most effective and presented.

The Club is strongly interested in the best candidates, regardless of where they currently live. The key attributes, as outlined above, include the proven ability to continue to elevate services, programming and execution of a well-defined “mission.”

The role of GM/COO at Belle Haven Country Club should be attractive to those qualified candidates seeking a stable, long-term commitment in a community with outstanding schools and quality of life. For the right individual with passion, enthusiasm, and consistently enhanced skill sets, BHCC can be a “pinnacle of one’s career” role! Alexandria is an exceptional and progressive city, and one with an outstanding family environment, excellent schools and the Club has a history of excellent General Managers.

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 may be considered.
- Hospitality industry certifications preferred but not required, designations preferred (CCM, CCE, CMC).

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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