

HEAD GOLF PROFESSIONAL PROFILE: TAVISTOCK COUNTRY CLUB HADDONFIELD, NJ

THE HEAD GOLF PROFESSIONAL OPPORTUNITY AT TAVISTOCK COUNTRY CLUB

Tavistock Country Club (TCC), a premier private country club in the metropolitan Philadelphia area, is in search of a Head Golf Professional (HGP) to guide this extremely busy club, known for its exceptional golf, dining, and social events, into the future. The new HGP must demonstrate impeccable leadership skills while energetically promoting team member growth and engagement, and consistently delivering an exceptional Member experience. The ideal candidate must have a high golf IQ but must also enjoy interacting with all members and guests.

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

TAVISTOCK COUNTRY CLUB

Tavistock Country Club, incorporated in 1921, is a private, family-oriented club with a rich history. Its broad membership includes many of the Delaware Valley's business, professional, civic and cultural leaders.

The story of Tavistock Borough is that it was created and incorporated by a small group of men who held the belief that, among their inalienable rights were, life, liberty and the pursuit of happiness as typified by the elusive golf ball. These are the opening lines of a story that was written in the Evening Ledger on April 21, 1921 shortly after nineteen "residents" of the newly created Borough of Tavistock received the blessings of their State and its Governor in their pursuit of their right to play golf on their day off from work, Sunday. This however, is only a small part of the story of [Tavistock Country Club](#).

The Club is dedicated to creating an incomparable experience for members, their families and guests. Renowned for its exceptional golf, dining and social events, Tavistock Country Club is recognized as a premier private country club in the Delaware Valley. The traditional surrounds of the golf course deliver great sport and truly memorable outings. The fine cuisine and extensive wine list served in the elegant, inviting decor of the clubhouse ensures consistent enjoyment at every occasion. The unsurpassed professional and courteous service of the staff guarantees that their members and their guests always feel welcome.

Haddonfield, NJ, is nestled in Camden County, NJ, and sits just a ten-minute ride from both the Ben Franklin and Walt Whitman bridges, accessible by PATCO Speedline, New Jersey Transit, or an easy drive from Delaware and Pennsylvania. Haddonfield has been chosen by Philadelphia Magazine as one of the best places to live, shop or dine in the Delaware Valley and has been voted as the "Best Downtown Shopping Area" year after year by the Courier Post readers.

The quality of life offered in this area is second to none and is especially evident in the fact that the Haddonfield School District is well known for being one of the top school districts in the state and is consistently recognized for quality academic performance, and affordability. In January 2015, *NerdWallet* named Haddonfield Public Schools the Number 1 school district in New Jersey where families will get "the most bang for their buck" by balancing school quality ratings with cost-of-living data.

MISSION STATEMENT

“Tavistock Country Club is dedicated to creating a first-class experience for our members, their families and guests. We do this by:

- Providing a uniquely designed, well-manicured, premier golf course that is challenging and enjoyable to play.
- Continuously improving to meet our member's expectations. Providing a top-quality clubhouse and dining experience.
- Selecting and developing friendly and knowledgeable staff who strive to deliver exceptional personalized service.”

THE VISION

“Tavistock Country Club will be recognized as a premier country club in the Delaware Valley for our exceptional golf, dining, social and banquet events. The traditional surroundings of our golf course will ensure an experience that is truly memorable. Our fine cuisine and extensive wine list will create a world-class experience in the elegant and warm surroundings of our clubhouse. Our employees will deliver the highest quality of professional and courteous service to guarantee that our members and their guests feel welcome.”

Our commitment is to provide “5 Star” food and beverage service to our members and their guests to ensure their visit to our Club is enjoyable!

TAVISTOCK COUNTRY CLUB BY THE NUMBERS:

- Approximately 1,280 members in all categories and is at capacity with a waiting list in place
- Approximately 420 Class A Golf Members
- \$25,000 Initiation fee
- \$5,095 Annual dues – Class A Golf Member
- The Golf shop is owned by Tavistock Country Club
- \$243,000 Hard goods volume (Golf)
- \$249,000 Soft goods volume (Golf)
- \$438,000 Approximate Gross payroll (Golf Shop Operations)
- 23,000 Approximate Annual Rounds of Golf
- 21 Employees Golf Operations (5 FTE, 8 PTE, 8 Seasonal)
- 15 Board members
- 56 Average age of members
- Club operates as a 501©(7)

TAVISTOCK COUNTRY CLUB WEBSITE: www.tavistockcc.org

HEAD GOLF PROFESSIONAL JOB DESCRIPTION

The Head Golf Professional (HGP) at Tavistock is truly the “golf ambassador” of the Club. He or she must embody the highest levels of integrity, professionalism and diplomacy, and be a highly active, engaged, and visible presence with both members and staff. He or she will be a “go-to” individual who takes ownership of the operation and be a highly visible and engaged senior manager. The ideal candidate is a true visionary for TCC’s golf operations and beyond. While building relationships with every constituency within the TCC membership, the HGP is someone who needs to have his or her finger on the pulse of all operations.

The HGP must be an exceptional leader and manager who recognizes and respects the contributions of volunteer members and staff of all levels. The HGP must be capable of both guiding and holding members and staff accountable to achieving and maintaining high standards. He or she will directly manage all areas of the golf operation and work closely with the Golf Course Superintendent and other department heads, while reporting to the General Manager. The position will promote an exceptional golf experience and provide creative services and programs for all members and guests. The HGP is expected to be a strategic leader of the golf experience at Tavistock and therefore a person of intellect, vision, planning, and business acumen.

CRITICAL SUCCESS FACTORS

- Ability to be highly visible and secure high levels of membership satisfaction
- Ability to create a strong identity for TCC staff and develop an effective plan to attract and retain talent
- Ability to train and develop staff members in an effort to promote them to jobs of greater responsibility both within TCC as well as other clubs
- Ability to develop and maintain, and consistently enforce, high standards of conduct, performance, and standard operating procedures
- Ability to effectively communicate with all staff, not just in golf operations, recognizing the “one club, one team” philosophy
- Being consistently innovative with programming, and ensuring the same level of engagement from the team in his or her absence
- Ensuring that all members within the Club look at him or her as “our” HGP, and not as being partial or showing favoritism to any individual or group

There are areas within the TCC golf operations that are performing at an exceptional level and may need to simply continue or need only slight “polishing.” Understanding when and where to prioritize is very important.

While they are looking for the consummate golf professional in all aspects of competencies and experiences, the successful HGP needs to be a great generalist, meaning a good player, a good instructor, a good merchandiser, a good innovator, a good tournament host and marketer, and above all, a great communicator with a great sense of humor! They are looking for a special person who embraces the golf experience at Tavistock, and who, by personal persuasion and commitment, creates support for his or her efforts.

KEY RESPONSIBILITIES

While all typical competencies are important, their need is for a HGP who will:

- Provide quality leadership and a positive, highly visible and engaging style; be a real people person and communicate openly and freely with members
- Work closely with the Golf Committee and Board of Governors to define and perpetuate a “Tavistock Member and Guest Golf Experience” that meets the high expectations of the Club’s membership
- Maintain a professional appearance and a respectful, integrity based style in all interactions
- Lead and manage the overall golf program, recognizing the responsibility to grow the game at TCC
- Work closely with the Golf Course Superintendent and other key departments in coordinating scheduling issues, demonstrating a strong team player leadership role
- Be ambitious and motivated; provide an energy and enthusiasm for both the Club and the game of golf
- Be responsible for all golf operations including golf shop, merchandising, bag room, starter and practice facilities
- Recruit, hire, and train the professional golf staff and all employees within the golf operation
- Oversee golf instruction and player development programs for all member segments
- Manage fiscal responsibilities for all golf areas including planning, budgeting, monitoring, and corrective management

- Oversee all operational policies, procedures, controls, and fee structures to ensure the safekeeping of assets, inventory, and resources
- Represent the golf areas at club meetings and information sessions
- Maintain and promote a superlative professional image within the community and golf world
- Must be an organized, competent, respected manager and possess outstanding customer service skills
- Must be able to perform all physical requirements of a Head Golf Professional including the ability and confidence to play golf with members and in various club events
- Must have good computer skills and be proficient in golf operations software, including but not limited to: handicap, POS, word processing, GPS, and tournament programs
- Maintain the ability to analyze and interpret data and prepare reports

CANDIDATE QUALIFICATIONS

KEY CHARACTERISTICS

- A strong accomplished PGA professional with a proven track record of providing premier services in a dynamic exclusive membership environment
- A minimum of 3-5 years of verifiable, progressive leadership and golf management experience. NOTE: Those current Assistant Professionals at well-recognized clubs, with verifiable records of achievement, will be strongly considered for this role.
- A proven track record in player and program development working with all levels of playing abilities and diverse skill levels to grow the game
- A strong team leader focused on two-way communication with all team members
- A highly visible and interactive individual committed to engaging members at every opportunity to develop high levels of member satisfaction
- A team builder who has a history of attracting, developing, motivating, and retaining a high-performance team of professionals to propel the operation forward
- Significant tenure and experience in similar club environments where traditions and respect, both personally and with the Club, are intrinsically rooted

OTHER QUALIFICATIONS

- A verifiable record of working closely and successfully in a private club, with an active Board and committees, while providing visionary leadership and partnership with the General Manager
- A verifiably unblemished career track that demonstrates a record of tenure and commitment to previous employers, where career moves were for enhancement of skills and experiences as opposed to unplanned career changes
- Ability to sustain a culture of quality service
- Knowledgeable in best practices in top performing and high member satisfaction operations across the country
- A high level of golf playing ability
- Strong golf community network
- Verifiable ability to attract, hire, develop, and lead a high performing team of professionals while setting and maintaining standards of performance appropriate to perpetuating the mission and values of TCC
- Exceptionally strong communication skills with members and staff, creating an open exchange environment to move the golf operations forward in a consistently positive, passionate manner

EDUCATIONAL AND CERTIFICATION QUALIFICATIONS

A college degree is preferable, in lieu of a degree, substantial experience will be considered. A minimum of a "Class A" level registration within the PGA. Further, a verifiable commitment to continuing education within the PGA.

SALARY & BENEFITS

Salary is open and commensurate with qualifications and experience. The club, along with the typical PGA benefits, offers an excellent 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.

Preparing a thoughtful letter of interest and alignment with the above noted expectations and requirements is necessary. Your letter should be **addressed to Colin Mack-Allen, General Manager**, and clearly articulate why you want to be considered for this position at this stage of your career and why TCC and the Tri-State area will be beneficial to both you and the Club if selected.

Expressions of interest in this manner should be conveyed to our Firm no later than March 1st. Interviews occur in late March with the successful candidate likely in place in Late Spring/Early Summer 2018.

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 Holly Weiss at: holly@kkandw.com.

Lead Search Executive:

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