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GENERAL MANAGER PROFILE: ROXITICUS GOLF CLUB MENDHAM, NJ

THE GENERAL MANAGER (GM) OPPORTUNITY AT ROXITICUS GOLF CLUB

The GM role at Roxiticus is a very special opportunity to be part of a demographically evolving, progressively led club that has undergone significant reinvestment in the past year, seeing a large influx of new members enthused about the quality of amenities and excited about the Club's future. With a strong team of both new and long tenured senior staff, the new GM will be following a well-regarded GM who is departing for spouse transfer reasons, leaving behind a positive legacy of good operational practices with the focus needing to be on "polishing" rather than "fixing" broken or underperforming departments.

Located in a highly desirable northwestern New Jersey location, Roxiticus has started its transition to a 'family club of the future' with its membership's average age decreasing from 72 to 54 years of age in just the past three years! It is anticipated that the membership cap will be reached by late summer and the new GM will be coming in at a very positive time. Continuing to "polish...refine the member experience...and continue to provide innovative and new activities and events" are all great opportunities for future success for a motivated, hands-on leader!

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

ABOUT ROXITICUS GOLF CLUB AND COMMUNITY

Described as a "boutique golf club with country club amenities," Roxiticus Golf Club (RGC or Roxiticus) is a one of a kind hidden gem located in the beautiful rolling hills of northwest New Jersey. The centerpiece of Roxiticus Golf Club is its 6,500 yard, 18-hole course, originally designed by Hal Purdy with recent renovations by Robert McNeil which provides players with a challenging round matched with beautiful vistas and magnificent backdrops. There are numerous practice areas, a driving range, large putting green, 100-yard short game area, and an indoor tech center. Roxiticus has hosted numerous premier state events such as the NJSGA State Open Qualifier, MGA IKE Qualifier, Women's WMGA Stroke Play Championship, AJGA National Junior Qualifier, and an annual NJSGA Pro-Am.

The 25,000-square foot clubhouse was renovated in 2017 and is a preferred dining location for members and guests. Venues include al fresco dining on The Terrace, casual fare at The Mixed Grill & Bar, Formal Dining in the main clubhouse and The Men's Grill.

RGC provides five award winning Har-Tru tennis open during the summer months and three elevated, lighted, paddle courts for colder season use. There is a full-service tennis pro shop and a paddle "warming" hut with a kitchen and deck with fire pit overlooking the courts. RGC also provides a selection of children's golf and tennis programs and camp offerings. Additional amenities include an Olympic-size swimming pool and kiddie pool, located adjacent to the main clubhouse.

Interestingly, the Club also has a large carriage house that previous to the renovation held the golf shop and bag storage, along with some golf maintenance equipment in the lower level. This building has promise for potential various uses in the future and will be part of the future strategic planning opportunities.

A full social calendar ensures activities for all member demographics from golf tournaments to junior swim programs, kid's summer camps, special dinner nights, and more, with the opportunity to continue to develop the off-season months of operations at Roxiticus.

ROXITICUS GOLF CLUB BY THE NUMBERS

- There are approximately 350 members in all categories
- Annual Dues – Regular (Full) member - \$13,620 at present
- 18 holes of Robert McNeil redesigned course supports nearly 14,500 rounds of golf annually
- Overall operating budget is approximately \$6.4M
- Food and beverage volume is approximately \$2.25 M, with approximately 70% from ala carte dining
- 25 year-round employees, going to 40FT/70PT in the summer months
- 5 Har-Tru tennis courts
- 3 lighted Paddle courts
- The Club is organized as a not for profit corporation
- The average age of members is 54 years, declining from 72 years three years ago
- There are 12 Board Members, each serving up to two three-year terms, as well as Golf, Green, House, Admissions, Finance and Sports committees

ROXITICUS GOLF CLUB WEB SITE: www.roxiticus.com

GENERAL MANAGER - POSITION OVERVIEW

Roxiticus is at a unique stage in its history; the recent clubhouse enhancements have been a strong catalyst for driving renewed energy to its membership recruitment and retention efforts and forecasts a likely strong and robust future for the Club. This will occur with a strong, energized, respectful, competent and “highly present, hands-on, approachable and dynamic leader” who possesses great “executive presence” in the way in which he/she conducts business, purports himself/herself and “owns” the position. Being able to react and adjust to continued evolving demographics and the resultant expectations is a critical success factor.

The Board is highly desirous of attracting a relevant professional who “understands trends in the industry,” “can define and deliver on high standards of operation,” and who can “continue to allow the Board to be more strategically focused” in their capacity. Having a clear “thought partner” with the Board, recognizing the need to provide meaningful recommendations, backed by reasoned arguments and facts, and being a “capable advisor and operational executor” on agreed upon directions, directives and mutually determined budgeted goals is the Board’s expectation.

Because of the size and seasonality of the operation, it is important that the new GM is clearly embracing of the need to be actively involved in the operation, leading membership recruitment efforts with the Admissions Committee, and being highly involved and supportive to the Team, many of whom have been with the Club for 20+ years (Golf Professional, Facilities Manager and Superintendent), along with several new key managers (Executive Chef and Catering Manager), providing clear vision and holding them accountable while actively mentoring and developing their abilities.

Key attributes, characteristics, experiences, and style of the successful candidate include:

- Being a naturally positive, energized, aspirational and highly professional leader who understands the dynamics of an increasingly active and demographically evolving club, and who can and has effectively lead the changing age and family-focused trends to harmonious and supportive enjoyment of their club.
- Appreciation for and knowledge of golf, tennis, fitness and other social activities which is the foundation of Roxiticus.
- Having strong talent/staff recruitment, retention and development skills is and successful history is important.
- Strong communication skills, both verbally and in writing, as the GM is the primary communicator of information to members and staff at RGC.

- A strong history of success and keen understanding of quality Food and Beverage operations, including revenue growth, training, innovation and creativity, and strong “service culture” development.
- Actively participating and “thought partnering” with the Board, Committees, and contributors to Roxiticus’s success.
- Being naturally outgoing, conversant, respectful, and diplomatic, but able to say “no” when appropriate without alienating members or staff while doing so. Being respectfully confident and connected to the membership and team is critical.
- Past experience and skills in creating and implementing strategic plans; anticipating how the Club continues to evolve is key, as is being actively ‘networked’ in the industry to the point of being on the forefront of trends in clubs, especially those with increasing family focus.
- Proven team building leadership qualities are desired with demonstrated ability to plan, direct, coordinate, facilitate and manage all facets of a full-service club operation where all operations and departments report directly to him/her.
- Strong financial acumen with the natural style to involve and educate/mentor the senior staff while holding them accountable to achieve their memorialized budgets, goals and objectives.
- Budgeting and financial presentation skills
- Active involvement in CMAA or similar organizations where he/she has a strong network of peers, and can stay actively abreast of the industry, trends, and opportunities for Roxiticus to stay relevant and proactive for its members and staff.
- A record of success in a similar quality club that has a verifiable history of strong member satisfaction and support.

INITIAL PRIORITIES OF THE SUCCESSFUL CANDIDATE

With the expectation that the new GM will commence his/her role in the fall of 2018, the following priorities have been identified as recommended primary focus:

- Learn the history, processes, team and members of Roxiticus before making any significant changes; the Club is functioning well at present with no “fires” needing to be extinguished. Rather, recognizing opportunities for development, “polishing” and quality improvement and, working closely with the Board and Senior Staff, develop plans for continuing to evolve RGC to “the” family-oriented club of choice in the area.
- Understand, embrace, and execute the Board’s vision and strategy with conviction, passion and energy in a manner that clearly conveys high value to the membership.
- Meet and engage with as many members as possible, “be present!” Build trust whenever and wherever possible, schedule interactive times and follow up on details. Be involved and in charge.
- Spend time with your team, especially your senior staff, in all areas of operations, getting to know them, evaluating their abilities and aspirations, ensuring that they and their respective teams have clear expectations and accountabilities in place.
- Work closely with the F & B team to ensure that members’ expectations are met in the culinary and in the service-execution sides of the operation. F & B operations are of strong importance to the membership and meeting members’ expectations in this area is central, as is ensuring that service standards and consistent delivery thereof.

CANDIDATE QUALIFICATIONS

- A minimum of 5 - 7 years of progressive leadership/management experience, preferably in a private family-centric country club operation. In addition to those currently in GM roles, consideration will be given to AGMs or Club Managers who are in quality club environments and who have been well-mentored.
- Having exceptionally strong hospitality and leadership skills, with a strong focus on overall “executive presence.”
- Proven and verifiable leadership qualities with a demonstrated ability to direct, coordinate and control all aspects of a seasonally busy, full service, actively evolving country club, as well as \$6.0+M budget and both new and aged physical plant operations spread across a large footprint.
- Appreciation for and knowledge of golf, which is the foundation of RGC.

- Strong history of success and keen understanding of quality Food and Beverage operations, including revenue growth with caterings and outings, training, innovation and creativity, and strong service culture development.
- Technologically proficient and recognizing of best practices use of technology to improve 'high touch' service delivery to members, as well as to more effectively manage and lead operations.
- A motivator and leader who can bring out the best in others by setting clear goals and expectations, holding them accountable for outcomes, by providing consistent feedback, support and through respectful interaction and professionalism.
- Someone with a history of innovation, and a champion of new ideas and initiatives, looking to consistent improvement of member experiences and operational efficiency.
- A true, confident, diplomatic, detail-oriented and competent club industry professional who recognizes the importance of accountability, and who has a strong history of success in working with member boards and committees.
- The ability to adapt and positively contribute to changing and evolving circumstances.
- As noted above, a true "thought partner" with the Board, recognizing that he/she needs to be a creative problem solver whose ability to convey ideas, suggestions, and solutions in a thoughtful, well-reasoned manner with a high level of integrity results in high levels of respect.
- An organizationally focused individual who recognizes that obsession with details and consistency of delivery at a high-level result in high member and associate satisfaction, high levels of quality and an overall outstanding member experience.

EDUCATIONAL AND CERTIFICATION QUALIFICATIONS

- A Bachelor's Degree from a four-year university or college, preferably in Hospitality Management is preferred, but not essential if offset by practical and verifiable experience.
- Credentials from the hospitality or club industry, recognizing on-going involvement and commitment to lifelong personal and professional development are desired.

SALARY AND BENEFITS

Salary is open and commensurate with qualifications and experience. The Club, along with the typical senior staff benefits, offers an excellent bonus and benefit package. CMAA dues and meeting and continuing education expenses are also paid by the Club.

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.

Prepare a thoughtful letter of interest in alignment with the above-noted expectations and requirements. Your letter should be addressed to **Mr. John Broderick, Search Chairman**, and *clearly articulate why you want to be considered for this position at this stage of your career and why Roxiticus and the northwestern New Jersey area will be beneficial to you, your family, your career, and the Club, if you have the honor of being selected.*

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 Patty Sprankle: patty@kkandw.com

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