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GENERAL MANAGER POSITION PROFILE: WINCHESTER COUNTRY CLUB WINCHESTER, MA

GENERAL MANAGER AT WINCHESTER COUNTRY CLUB

One of Massachusetts' premier golf and country clubs, Winchester Country Club, is seeking an enthusiastic and highly capable professional who has strong leadership experience at a verifiably well-run and well-regarded organization. The future General Manager must be able to demonstrate teambuilding skills, financial literacy, volunteer leadership 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.](#)

WINCHESTER COUNTRY CLUB

Founded in 1902 by a group of friends who wanted to expand their opportunities for athletic and social interaction, Winchester Country Club remains one of the most highly regarded private clubs in the Greater Boston area. Situated on historic land near the Mystic Lakes in the towns of Winchester and Arlington, the club is surrounded by idyllic suburbs that attract young families to their top-notch school systems.

In the early 1900s, a well-known local architect, F. Patterson Smith, fashioned the charming clubhouse from several of the original farm buildings on the property. While over the years it has experienced expansion and renovation, the facility continues to blend rustic appeal with a luxurious ambiance. The large Main Lounge forms the centerpiece of the clubhouse, which features both casual and formal dining space in addition to ample outside eating and bar service. The rambling clubhouse includes small- and medium-size function rooms with several dining areas. It also houses the golf pro shop and several male and female locker facilities.

The club's racquets facility features four lighted Har-Tru tennis courts and three paddle tennis courts with a new warming hut to service this growing activity at the club. Adjacent to the tennis courts lies the Sports Center with a tennis pro shop, workout equipment, fitness rooms, golf simulators, shower and steam facilities. Repurposed from an old curling rink, the Sports Center is one of the most popular club amenities. The aquatics facilities include an Olympic size pool, kiddie pool, game area, pool house all adjacent to the outdoor seasonal dining area.

The centerpiece of Winchester Country Club's 175-acre campus is an 18-hole layout designed by the famed Donald Ross, whose relationship with the club spanned nearly 25 years during the peak of his prolific career. With the course largely intact as Ross left it in the 1930s, Winchester may be one of the best examples of the architect's genius. Long known as one of the best challenges in the state, the course is also notably manageable for players of all abilities, reflected in the 25,000 rounds a year played at WCC. With views of the Boston skyline as well as the lakes to the east, the well-maintained course also serves as Audubon Cooperative Sanctuary. Winchester Country Club is an original member of the Massachusetts Golf Association and played a key role in the founding of the Francis Ouimet Scholarship Fund, which its membership heartily supports today. The club has hosted numerous state and regional tournaments, including the country's longest-running Father & Son invitational, which just had its 102nd playing.

In 2014, the club significantly enhanced its golf services with the addition of a 27-acre Learning Center, comprised of a full range, short-game practice area, an indoor facility, and a six-hole “Wee Course” that is perfect for family golf or short-game practice.

With a 200-person waitlist and a membership of about 700, Winchester Country Club is one of the most in-demand clubs in the country.

VALUE STATEMENT

Winchester Country Club provides a full range of amenities to its diverse membership. Well-managed and well-established, the club stands on a solid foundation on which it plans to continue to build lasting friendships and traditions among the membership. Founded in the convivial and active spirit of many other century-old New England clubs, Winchester’s heritage has always leaned toward being welcoming and family-oriented club.

MISSION STATEMENT

The membership of Winchester Country Club act under a banner of stewardship for all its traditions and amenities, with special focus on its championship golf course. Today’s membership carries a legacy of sincere social interaction among people of varying backgrounds, bonded together in their enjoyment of nature and each other.

WINCHESTER BY THE NUMBERS

- 25,000 Annual rounds of golf
- Initiation Fee \$65,000
- Annual dues \$12,500
- 707 Members, all categories
- \$10.1M Gross volume
- \$5.6M Annual dues volume
- \$2.3M F&B volume, 70% a la carte / 30% catering
- 75 Full Time Employees; 137 in season
- 12 Board Members: Treasurer and Secretary elected annually with a maximum of five one-year terms, President and Vice-President elected annually with a maximum of two one-year terms, eight remaining board members elected to three-year terms on a staggered basis with no re-election.
- Various committees including: House, Golf, Green, Pool, Tennis, Paddle Tennis, Finance, Audit, Membership, Nominating, and Audubon
- 59 - Average age of members
- Club Essentials for POS System

WINCHESTER COUNTRY CLUB WEB SITE: www.winchestercc.org

GENERAL MANAGER POSITION

The General Manager (GM) has full responsibility for all aspects of operations at Winchester Country Club (WCC), effectively managing all resources and reporting to the Board of Directors and is expected to be the embodiment of an “exceptional member-centric experience.” The GM 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 General Manager supervises the Controller, Executive Chef, Dining Manager, Manager of Human Resources, Golf Professional, Golf Course Superintendent, Tennis Professional, and Communications Coordinator.

Like many clubs, WCC has a number of new, younger members with families and the balance of tradition with relevance to today’s member needs and expectations is a critical success factor. Supporting and effectively working with a large number of committees, which are an important part of WCC’s long history and success, is a necessary and important skill set.

PRIORITIES OF THE NEW GENERAL MANAGER

- Implements policies established by the Board of Directors.
- Manages day-to-day operations of the club, with particular focus on a service-oriented food and beverage operation.
- Personally engages members and guests on a regular basis to convey a welcoming atmosphere and sincere feedback relative to member satisfaction with programs, services, personnel, and products
- Leads meetings with the Board of Directors and participates as necessary in committee meetings, taking ownership of both the operational and strategic needs of the club.
- Communicates effectively with the membership, employing a range of media and technology to effectively engage it and gather both quantitative and qualitative feedback.
- Coordinates the development of the club's long range and annual (business) plans, being a catalyst in compelling the strategic planning of the Club; is a proactive part of the process of strategic planning, marketing and activities/services programming, ensuring that each of these areas of focus consider current and future membership input and demographics
- Establishes a basic personnel policy; initiates and monitors policies relating to personnel actions and training and professional development programs
- Reviews and initiates programs to provide activities for members and their families and continually evaluates how to enhance such opportunities.
- Manages cash flow and establishes controls to safeguard funds
- When necessary, serves as the spokesperson of the club and represents the club as needed in civic and municipal affairs.
- Recruits, hires, trains, and mentor's staff, fostering a culture of personal and professional development and advancement among employees.

CANDIDATE QUALIFICATIONS

- Significant progressive management experience in a well-regarded private club or similar hospitality environment, preferably with at least five years in a leadership role.
- Strong budgeting and presentation skills.
- A visible, hard-working leader that brings ideas to the table and who can express those ideas thoughtfully and easily to team members.
- Strong communications skills in both verbal and written form and aptitude with a range of media and technology to engage members and staff at their comfort levels.
- Must be a visionary and mission oriented; anticipating how the Club continues to evolve is important, as is being actively networked in the industry to the point of being on the forefront of trends in clubs. He/She should be able to project and steer the Club in appropriate and relevant directions for the benefit of the membership.
- A track record of success in food and beverage operations, including the demonstrated ability to build and motivate a staff to achieve best-in-class service.
- A history of working with volunteer boards or committees and demonstrated ability to be a leader in the room but to also accept direction.

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 will be considered.
- Certified Club Manager (CCM) designation preferred but not required.

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.

Preparing a thoughtful cover letter, clearly articulating your alignment and “fit” with the above noted expectations is required. Your letter should be **addressed to Bill Crowe, Search Chairman, and Vice President of Winchester Country Club**, and clearly articulate why you want to be considered for this position at this stage of your career and why Winchester Country Club and the Winchester, MA area will be beneficial to you, your family, your career, and the Club if selected.

Expressions of interest in this manner should be conveyed to our Firm no later than September 15, 2020. Candidate selections will occur in late September and first interviews are expected to occur in mid-October, final selections will likely be made in late October with the successfully selected candidate starting in November.

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.

[Click here](#) to upload your resume and cover letter.

If you have any questions please email Holly Weiss: holly@kkandw.com

Lead Search Executive:

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