

CANDIDATE PROFILE

Director of People & Culture
Westchester Country Club
Rye, NY 10580

www.wccclub.org



[Please click here to watch a short video.](#)

Organization

Since 1922, Westchester Country Club (WCC) has been an exclusive, family-oriented private club located in Rye, New York. Westchester Country Club is among the top country clubs and is proudly designated as a Platinum Club of America, ranking #29 out of the top 150 country clubs in the United States. With over 1,600 members, Westchester Country Club offers world-class facilities including the main club property and the beach club on the Long Island Sound.

Club members enjoy two championship golf courses and a nine-hole executive course, comprehensive tennis, paddle, pickleball and squash facilities, various dining options, an on-site fitness facility and indoor pool, and other specialized amenities. Westchester Country Club also has two large banquet rooms, conference facilities, 62 member apartments, and 40 transient guest accommodations. During the summer months, the private beach club is open, which features a full-service restaurant, bar, snack bar, outdoor pool, and private beach.

Westchester Country Club's gross dollar volume exceeds \$45m with dues of \$15m, and annual Food and Beverage volume of \$13m. There are currently 1,600 total memberships and an active waitlist. The membership is extremely passionate about the Club and its success. It is truly a second, and first, home to many members. The average age of the membership is 58 and trending lower. The current full initiation fee is \$200,000. This is a truly unique opportunity to work at a special one-of-a-kind property.

Position Overview

The successful Director of People & Culture at the Westchester Country Club will need to be a visible, hands-on, and accessible leader who is responsible for the overall administration, coordination, and evaluation of the Human Resource Function. The position reports to The Executive Director / Chief Operating Officer and will work closely with the appropriate Board of Directors. The Director of People & Culture is a highly visible role and is responsible for aligning operational strategies and service initiatives to meet the club's objectives. The HR function prides itself on excellence, service, integrity, and accountability.

We Value Our People

At WCC, we believe that our biggest strength lies in the exceptional people who work for our organization to deliver memorable experiences to our members and their families. We pride ourselves on being a great place to work and providing our team members with a meaningful and rewarding career experience with us.

Responsibilities

- Responsible for the overall administration, coordination, and evaluation of the human resource function.
- Overall control of all HR functions.
- Formulating personnel systems and strategies appropriate to the Club's mission and goals.
- Recruiting staff to ensure suitability for interview by department leaders.
- Developing remuneration and reward procedures in conjunction with department leaders.
- Keeping the Executive Director / COO informed on personnel and employee-relations policies, as needed, to preserve and facilitate Club strategy.
- Improving management/employee communications, including mediating disputes, and advising line managers on how to implement personnel policies.
- Ensuring compliance with employment law.
- Ensuring that health and safety procedures are adequate.
- Establishing and documenting an onboarding program.
- Develops training plans in conjunction with each of the department managers.
- Develops, administers, and maintains handbook, policies, and procedures for Club employees following business protocols and operations. Evaluates human resources processes and strategies to determine improvements, ensures processes are fair and respectful, and helps make the Club a great place to work for all Club employees.
- Maintains knowledge of industry trends and employment legislation to ensure the Club's compliance.
- Assists managers in developing their departmental and individual performance goals for employee development initiatives.
- Oversees and implements recruiting standards and retention goals.
- Assists executive management in the annual review, preparation, and administration of the Club wage and salary programs.

- Develops and administers effective training programs and re-develops existing and new staff seasonal orientation.
- Supports Club employees by providing human resource advice, counsel, and decisions by analyzing information and applications.
- Assists managers in employee engagement, staff issues resolution, and performance improvement planning.
- Performs monthly payroll audits and regulatory compliance for payroll, workers' compensation, and benefits administration.
- Acts as a benefits administrator for health and life insurance and 401(k) retirement accounts; coordinates benefits education meetings and open enrollments; assists employees in claims issues; and ensures compliance reporting.
- Implements and develops an internal employee recognition program.
- Organizes employee activities such as holiday and summer parties, employee golf outings, management retreats and/or dinners, employee recognition functions, and other outings as appropriate.
- Composes and revises job descriptions to remain current with industry and competitive trends, as well as compliance with FLSA and DOL requirements.
- Develops and maintains a library of training resources specifically designed for each position.
- Remains current in compliance, trends, and improvements through seminars, webinars, and professional associations.
- Prepares job postings, recommends posting sites, assists in phone screenings and interviews, prepares offer letters, performs onboardings, and presents employment agreements while simultaneously owning the management of all employee lifecycle components, including recruiting, onboarding, transfers, offboarding, leave management, progressive discipline, maintaining employee files and more.
- Administers the Club's formal labor relations program with unionized employees.
- Benchmarks the Club's employment recruitment and selection processes with others in the industry and explores new strategies as appropriate.
- Creates and maintains organizational charts.
- Acts as Health and Safety Administrator in coordination with the Club's Safety Coordinator. Maintains the Club's Health and Safety Plan and plans/leads educational meetings, training employees on various safety procedures and investigations for workers' compensation and club risk management.
- Ability to work with a high level of confidentiality.
- Ensures state and federal compliance with OSHA, ACA, unemployment, and workers' compensation.

Attributes

- An outgoing and friendly personality with a high potential to identify with and embrace the Club's unique culture.
- A person of exceptional character; self-motivated, and dedicated to the profession.
- Leadership skills with the ability to motivate a veteran staff with a commitment to quality and excellence.
- Highly energetic; a self-starter with a "hands-on" approach to management.
- Excellent written and communication skills at all levels.
- A strong sense of service with proven staff development and training skills.

- High energy with a good sense of humor and the ability to enjoy their work.
- Flexibility - the ability to work in a fast-changing work environment; open to new ideas to adapt to changing requirements and multiple priorities. An outgoing and friendly personality with a high potential to identify with and embrace the Club's unique culture.

Requirements

- Bachelor's degree in the related field and hospitality experience that provides the required skills and knowledge.
- Five to seven years minimum experience as Director of Human Resources or related title in a similar position at a club or within a hospitality-based hotel/resort or high-end operation. Working within a committee structure is helpful.
- Degree or certification in Human Resources required.
- Membership participation and certification in human resource professional associations (SHRM) are required.
- Fluency in English and Spanish is highly desirable as well as familiarity with working and negotiating labor contracts in a union environment.
- Experience with immigration visas is desirable.
- Must possess strong business acumen and strong planning and operational skills in operating one of the largest, most complex multi-faceted country clubs in the northeast with nearly 700 staff in season and an operating budget of over \$45 million.
- A strong history of a verifiable career path is required as well as strong training programs and a culture of excellence for high service standards.
- A career path marked with stability and professional achievement.
- The professional will be a lifelong learner continuing research and understanding industry trends. The individual shall be obsessed with high levels of detail and continual improvement in all facets of daily operation.
- Impeccable and verifiable references. All candidates will be subject to a thorough background check.

Competitive Compensation

- Competitive compensation/salary and an excellent annual performance bonus and benefits package commensurate with qualifications and experience. Salary range \$190,000 - \$240,000
- Medical, Dental, Life Insurance, and Paid Vacation.
- Participation in the Club's 401(k) plan with club match.
- Professional dues and CMAA expenses along with other exceptional professional benefits.
- Relocation assistance, if required.

To be considered for this outstanding opportunity all cover letters and resumes should be received as quickly as possible but no later than June 25, 2024. All information received will be kept in the strictness of confidence.

Professionals who meet or exceed the established criteria are encouraged to send a compelling cover letter addressed to the Executive Director / Chief Operating Officer Marc

Possidento outlining their qualifications, experience, interests, and why the Westchester Country Club and Westchester County will be beneficial for you, your family, and your career along with their resume to:



Manny Gugliuzza, CCM, CCE

Principal



mannyg@gsiexecutivesearch.com



731-618-8665

GSI Executive Search has been serving the private club industry for over twenty-five years, providing a wide range of executive search and placement services. In addition to GM searches that have been performed recently, GSI consultants have done over 70 GM searches around the US in the last two years.