

# KOPPLIN KUEBLER & WALLACE

THE MOST TRUSTED NAME IN EXECUTIVE SEARCH AND CONSULTING

## **ASSISTANT GENERAL MANAGER/DIRECTOR OF OPERATIONS PROFILE: FIDDLER'S ELBOW BEDMINSTER TOWNSHIP, NJ**

### **ASSISTANT GENERAL MANAGER/DIRECTOR OF OPERATIONS OPPORTUNITY AT FIDDLER'S ELBOW**

An amazing opportunity exists for candidates with a successful track record of leadership and high-quality F&B operations management in a private club or high-end establishments in the hospitality industry. We are conducting the Assistant General Manager search for one of the most unique, experience-focused 54-hole Clubs in the Northeast. Fiddler's Elbow Country Club is located in historic Bedminster Township, New Jersey. The candidate will be an integral part of a high-performing team with world-class amenities. The position will prepare the candidate for the next career phase, General Manager.

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

#### **Fiddler's Elbow**

Fiddler's Elbow is conveniently located close to Newark International Airport and New York City, in the Township of Bedminster, with its 8,165 residents and 27 square miles, maintaining a small-town feel.

Fiddler's Elbow Country Club showcases nearly 600 acres of spectacular countryside, world-class amenities, and an array of unique member privileges. Since opening its doors in 1965, the Club continues to set the gold standard as the state's only 54-hole club where family and business members thrive.

It was the locals who first called the property Fiddler's Elbow, adopting the name from a nearby hamlet, where the Lamington River makes a bend resembling the arm of a man playing a fiddle. The manor house, along with a two-story addition built in 1968, is now the Fiddler's Elbow clubhouse.

The club opened with its original 27 holes of golf designed by Hal Purdy. In 1986, the 9-hole Silver Course opened, and in 1992, Rees Jones began work on a third course. On July 1, 1994, Fiddler's Elbow could claim 54 holes of golf, making it the largest golf facility in the state. Today it remains the only club in New Jersey boasting three championship courses. Over the years, the Club has proudly hosted some of the most prestigious corporate, charity and professional golf tournaments in the state—a lifespan that is a tribute to the property's sporting ancestry.

Fiddler's Elbow is currently under the stewardship of the Donovan Family with a thriving membership and is known as one of the finest facilities of its kind, serving as an oasis from the pressures of day-to-day life. Loaded with entertainment, fine and casual dining and something for every member of the family, the Club is both luxurious yet unpretentious. Fiddler's Elbow Country Club has become one of the state's most unique and popular venues for special events, weddings and golf outings.

#### **FIDDLER'S ELBOW BY THE NUMBERS:**

- Memberships: Full – 512, Professional -119, Individual – 140, Intermediate – 102, Corporate – 151, Other - 60
- \$35M Gross Revenue
- \$15.8M -- Annual Dues Volume
- 71,000 – Annual Rounds of Golf
- \$30,000 Full Member Initiation Fee
- \$10.8M -- Food and Beverage
- 130 FTE Employees year-round; In season 270

**FIDDLER'S ELBOW WEBSITE:** [www.fiddlerselbowcc.com](http://www.fiddlerselbowcc.com)

## **ASSISTANT GENERAL MANAGER/DIRECTOR OF OPERATIONS POSITION OVERVIEW**

### **PRIMARY RESPONSIBILITIES**

#### **Member Services**

- Consistent sincere and significant engagement of Members, highly visible to all Members and staff. The AGM/DOO is responsible for ensuring that all Member amenities and Club events are well conceived and executed.
- Provide quality leadership, demonstrating honesty and integrity in a positive and upbeat manner for Members, guests, and staff. Leads by example.
- Create and maintain a first-class service culture throughout the Club property.
- Address and resolve all Member and guest complaints and suggestions, general service, employee attitude, maintenance, and presentation of the Clubhouse and amenity areas.

#### **Employee Relations**

- Participate with the DHR in the recruiting, hiring, and development of the Clubhouse. Oversee ongoing training programs complete with up-to-date training manuals to ensure exceptional service in all parts of the Club's operation.
- Plan and execute training and employee development of all subordinate managers and supervisors subject to budget approval by the GM/COO. Instill the team-player concept in all employees. Coach, counsel and evaluate departmental staff.
- Build and maintain a positive spirit and healthy work environment throughout all operational areas, one that is free of safety risks and all forms of employee harassment.
- Build a stable and healthy work environment; one based on honesty, trust, and fairness.
- Be the administrative and communication link between departments, under direction, in the Club.
- Confirm that all Clubhouse employees are regularly trained and certified in areas that help guard the safety and wellbeing of the Members, guests and other employees including, but not limited to CPR, AED, responsible alcohol service, safe food handling, etc.
- Facilitate a team environment with morale, high ethical standards, and efficient use of resources to position Fiddler's Elbow to be a preferred employer of choice in the community.

#### **Financial Management**

- Joint responsibility with CFO and GM/COO to prepare, manage and control the annual operating and capital budgets for all departmental operations to desired metrics.
- Assists the GM/COO in developing and implementing long-range (strategic) and annual (business) plans, operating reports, forecasts, and budgets.
- Monitor all budgets; be responsible for directing corrective action to assure metric.
- Provide input to all departmental personnel regarding annual budgets, capital spending plans, fiscal controls and operational guidelines.
- Be responsible for all labor cost payouts within the constraints of the budget and through close coordination and with approval from the GM/COO and CFO.
- Safekeeping and disbursement of operating supplies and equipment to maximize quality and profitability.

#### **Personnel Management**

- Hands-on management of staff and must be approachable to staff, Members, and guests.
- Collaborate with Human Resources to develop long-term staffing needs for areas of responsibility.
- Be responsible for the hiring, discipline, termination, and documentation of all FOH F&B staff.
- Further their own continued development as a club management professional as a member of CMAA. With the assistance and approval of the GM/COO, participate in appropriate seminars/training programs, thereby enhancing skills, experience, and quality of services to Fiddler's Elbow.

## **Operational Responsibilities**

- Understand and abide by Fiddler’s Elbow policies and departmental procedures. Recommend strategic and operational changes and possibly direct implementation of change.
- Has the ability to drive creative initiatives and can produce amazing results.
- Provide content for and manage communications and marketing materials for departments under purview.
- Manage Clubhouse/departments in accordance with applicable local, state, and federal laws.
- Research new products/services/vendors and develop an analysis of their costs/benefits.
- Disseminate information effectively and coordinate activities between departments.
- Keep the GM/COO informed of all potential problems and activities related to smooth operations.
- Exhibit a sharp eye for detail in the overall management of the operation.
- Be responsible for regularly reporting performance and financial data of all departments under management to GM/COO.

## **CANDIDATE QUALIFICATIONS**

- Is a passionate leader with strong credentials and work ethic, a proven track record of providing premier-level hospitality services.
- Has a personality that is commensurately appropriate for Fiddler’s Elbow culture and will invest in staff and member relationships in a genuine and meaningful way.
- Is a proven leader who can manage their time and establish and manage priorities.
- Has a verifiable track record of successfully leading and growing a dynamic program and departmental operation including building revenues, controlling costs, and meeting or exceeding planned and budgeted bottom-line goals and objectives.
- Believes relationships are of great importance and is successful at finding solutions for all sides.
- Is a person who can motivate, develop, and share credit with their staff.
- Has a positive attitude; is professional in nature with a high degree of integrity; has a strong work ethic, and can handle a fast-paced, high-energy environment among membership and staff.
- Has an intuitive style resulting in a sincere and visibly engaged presence with members, guests, and staff, be truly engaging when interacting with people.
- Has a fundamental understanding of what constitutes a highest-end club and the proven ability to execute to that level.
- A professional career track record in related fields; stability, and experience in high-volume, highly respected clubs, resorts, or hotels.
- Proven leadership qualities with demonstrated abilities to direct, coordinate and manage all facets of a high-end club.
- Excellent computer skills and ability with all Microsoft Office programs.
- Sound and current knowledge of human resources practices, including wage and hour laws, employment and discharge, equal opportunity employment and OSHA adherence.
- Strong verbal and written communications skills. Comfortable speaking in front of a wide variety of groups including staff and board.
- Polished communication skills among Members and guests, as well as visibility among Members and guests. These are incredibly important attributes of the incoming AGM/DOO.

## **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.
- Industry certifications preferred but not required, preferred designations: CCM, CCE, CMC, PGA

## **EMPLOYMENT ELIGIBILITY VERIFICATION**

In compliance with federal law, all persons hired will be required to verify identity and eligibility to work in the United States and to complete the required employment eligibility verification form upon hire.

## **SALARY AND BENEFITS**

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

**Prepare a thoughtful cover letter addressed to Fiddler's Elbow search committee/Mr. Tom Hurley, General Manager**, and clearly articulate your alignment with this role and why you want to be considered for this position at this stage of your career, and why FE and the Bedminster Township area will be beneficial to you, your family, your career, and the Club if selected.

**You must apply for this role as soon as possible but no later than Friday, March 10, 2023. Candidate selections will occur in mid-March with first Interviews expected in early-April 2023 and second interviews a short time later. The new candidate should assume his/her role in April 2023.**

**IMPORTANT:** Save your resume and letter in the following manner:

Last Name, First Name -- Resume

Last Name, First Name -- Cover Letter - Fiddler's Elbow

(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 Katy Eliades: [katy@kkandw.com](mailto:katy@kkandw.com)

## **SEARCH EXECUTIVES**

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