

## GENERAL MANAGER/CHIEF OPERATING OFFICER PROFILE: HUNTINGTON CRESCENT CLUB HUNTINGTON, NY

### THE GENERAL MANAGER/CHIEF OPERATING OFFICER OPPORTUNITY AT HUNTINGTON CRESCENT CLUB

#### EXECUTIVE SUMMARY

- Historic Country Club situated in the heart of Long Island.
- 18-hole championship golf course designed by renowned golf course architects Devereux Emmet (1914) Alfred H. Tull Perry Maxwell (1939) Stephen Kay.
- Engaged and dedicated staff.
- Seeking a General Manager/Chief Operating Officer who embodies and demonstrates a management/leadership style that promotes a workplace culture with an emphasis on team development, driving organizational consistency, process and procedure development, financial management balanced with maintaining the highest levels of club service and familial/cordial nature of the membership to achieve member satisfaction.

#### KEY ATTRIBUTES AND AREAS OF FOCUS

The successful General Manager/Chief Operating Officer will demonstrate:

- A natural leadership style that promotes staff and membership engagement.
- Show patience, observe, listen, ask questions and learn about the culture and history of Huntington Crescent Club and community.
- Ability to act as a thought partner with the board and committees.
- Superior communication skills, exuding energy and creativity.
- Disciplined follow up to complete team goals and objectives.
- Attentiveness to member services and satisfaction while also helping to attract new members.
- Strong understanding of superb dining and other food and beverage experiences for the club members and guests.
- Capital project and renovation oversight experience.
- Effective financial management skills through development and oversight of the annual operating budget.
- Continual visibility to members and staff as the face of the club.
- Understands the importance of and is able to leverage web, social media tools to communicate with the staff and membership.
- Strong leadership and strategic planning experience.
- Cultural development through good hiring, training, communication, and developing a strong team work ethic.
- Ability to build a strong board and committee relationship, working to create a strong bond and communication exchange of diplomatic openness.

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

#### HUNTINGTON CRESCENT CLUB

From humble beginnings in the 1880's as the Crescent Athletic Club of Brooklyn, through rowing teams and polo fields culminating in the finest golf course, the Huntington Crescent Club's rich history and fine traditions have made it one of the country's most prestigious clubs.

Today's Huntington Crescent Club members can enjoy many areas of interest: a beautiful heated pool area equipped with full bar and snack bar on site, 16 tennis courts of which seven are highly prized grass courts, a pristine golf course spread over 175 acres of lush greenery and a newly re-decorated Club House in the style of old-world Edwardian elegance.

The newly constructed elegant \$13M clubhouse and patio is enhanced by views of the golf course and distance views of the Long island Sound. Dining areas in the clubhouse include a 4,000 sq. ft. main ballroom, private wine room, men's Grill Room, members Grill Room and Patio, Club Room for banquets, pool snack bar, and Oasis bar area. Other features are the Grand Hall Entry living room and a 3,000 sq. ft. blue stone patio.

#### **HUNTINGTON CRESCENT CLUB BY THE NUMBERS:**

- 406 members in all categories
- \$50,000 Initiation fee
- \$14,875 Annual dues
- \$7.3M Gross volume
- \$3.8M Annual dues volume
- \$2.3M F&B volume
- \$3.45M Gross payroll
- 90 Employees in-season; 20 off-season
- 13 Board members
- 59 - Average age of members

**HUNTINGTON CRESCENT CLUB WEB SITE:** [www.huntingtoncrescentclub.com](http://www.huntingtoncrescentclub.com)

#### **GENERAL MANAGER/CHIEF OPERATING OFFICER JOB DESCRIPTION**

The General Manager/Chief Operating Officer (GM/COO) is responsible for supporting the mission and vision of Huntington Crescent Club (HCC). This executive has operational management authority over the daily operations of the club, as well as establishing short- and long-term organizational goals, objectives, plans, and policies subject to approval of the Board of Directors (Board) of Huntington Crescent Club. The GM/COO represents and serves the membership of Huntington Crescent Club.

He/she is responsible for the financial and operational stability of the club and other external activities. Duties include direction setting, management of staff, and all workforce issues as directed by the Board of Huntington Crescent Club, including the focus on maintaining quality facilities, safety, services, and programs throughout all social and recreational offerings.

The GM/COO reports directly to the Club President and is responsible for carrying out the Board's policies and vision. The Board is comprised of 13 officers: President, Vice President, Treasurer, Secretary, Tennis, Membership, Facilities, Audit, Investigations, Golf, Planning, Human Resources, and 13<sup>th</sup> Person.

The GM/COO directs a staff of 90 team members in all departments during in-season, and 20 staff off-season. The GM/COO has all club department heads reporting to him/her and will assume or delegate these duties and responsibilities if the department head is absent or disabled. The GM/COO helps the Board arrive at a consensus about important matters by providing pertinent information and interacts with the Board to investigate more efficient operating procedures and new club activities. He/she will also complete all responsibilities and duties as prescribed in the club bylaws and will perform other duties as directed by the Board.

#### **PRIMARY RESPONSIBILITIES OF THE GM/COO:**

- Establishing a strong, collaborative relationship with the Board and staff that is built on trust and transparency along with open communications.

- In conjunction with the Board, developing the strategy, objectives and operating plans for the club.
- Planning, directing, coordinating, and evaluating all activities of the club in order to ensure that it effectively carries out the members' objectives in the areas of Golf, Green, House, Special Activities, Finance, Audit, membership and Maintenance as well as other areas the Board shall deem desirable.
- The GM/COO must have the ability to tactfully enforce Club rules (dress code, cell phones, etc.) and decorum and instruct subordinates to do the same around the Club and on Club grounds.
- Attending Board meetings and is an ex officio member of all club committees.
- Delivering fine dining restaurant experiences. Ensuring the existence of high-quality cuisine, the offering of chef driven foods and top shelf wines, liquors and spirits, while ensuring superior hospitality, ambiance and service commensurate with a top-flight club experience.
- Continuing and building upon the positive member experience, culture, philosophy, and programs to maintain Huntington Country Club's long-standing positive reputation of the club in the region.
- Must be comfortable and competent being an integral and proactive part of developing relationships that lead to membership interest and/or business opportunities and is effective in orienting new members so that their initial experience with HCC results in constant use of the Club.
- Is a catalyst for identifying new programs/services and enhancing current ones for members and their guests to increase club usage, member satisfaction, and member retention.
- Ensuring appropriate executive management practices to maintain fiscal responsibility and stability for the club, which includes the design, implementation, and function of effective financial planning that includes the preparation of annual budgets and control procedures.
- Seeking and capitalizing on opportunities for improving the club's present services to its members and their guests as it relates to presenting them against the region's competitive marketplace.
- Directing, communicating, and overseeing the growth and development of the staff and workforce in all departments, and maintaining a working knowledge and compliance of applicable federal, state and local laws and regulations, as well as other policies and procedures in order to ensure adherence in a manner that reflects honest, ethical, diverse, and professional behaviors.
- Maintaining disaster and emergency plans and systems and ensuring that club personnel are trained and rehearsed in correct disaster and emergency procedures.
- Be "Visionary." Ensure Huntington Crescent Club is constantly evolving, and the GM/COO must have the ability to blend changes that are required by the progressing and balancing of needs of the new and younger members with the long-standing traditions of a 93-year-old club.
- Attending educational meetings and annual conference of the Club Managers Association of America (CMAA).

## **CANDIDATE QUALIFICATIONS**

- A minimum of 3 - 5 years of verifiable, progressive leadership and management experience in an active, private member focused club environment. NOTE: While having strong preference for those who have experience in the General Manager or GM/COO role, those current Assistant General Managers or Club Managers at well-recognized clubs, with verifiable records of achievement, may possibly be considered for this role.
- A verifiable career track that demonstrates a record of tenure and commitment to previous employers, and career moves were for enhancement of skills and experiences as opposed to 'unplanned' career changes.
- Strong general management skills with verifiable strengths in team development, financial performance, diverse recreational amenity management (golf, tennis, fitness, aquatics, family activities, and others are especially desirable), quality food and beverage programming (especially important), exceptional member/guest service programming, strategic planning, project management, and most importantly the ability to consistently define and achieve goals and objectives.

The successful candidate will possess a wide range of necessary leadership personality traits, knowledge, abilities, working norms, and skills necessary to effectively lead the organization:

- *Charisma*: possesses a seasoned, sound, savvy executive presence and magnetic leadership style.
- *Action Oriented*: enjoys working hard; is action oriented and full of energy for the things he/she sees as challenging; seizes more opportunities than others.
- *Change Management*: recognizes changing trends in the environment. Harnesses ongoing and updated tools to build organizational capacity and reliability. Engages staff and workforce through timely communication of priorities and is able to make the right tradeoffs. Instills the right urgency to move organization toward continuing progress and new outcomes.
- *Comfortable working with Volunteer Leadership*: can deal and interact with members; can present to members without undue tension and nervousness; understands how members think, work and present ambiguities; can determine the best way to get things done with them by talking their language and responding to their needs; can craft approaches seen as appropriate and positive.
- *Decision Quality*: makes good timely decisions; based upon a mixture of analysis, wisdom, experience and judgment; most of his/her solutions and suggestions turn out to be correct and accurate when judged over time; always sought out by others for advice and solutions.
- *Responsiveness*: Return member calls and requests either personally or through delegation within a 24-hour period.
- *Developing Direct Reports and Others*: provides challenging and stretching tasks and assignments for personal/professional growth; holds frequent development discussions and follows through appropriately; is aware of person's career goals; constructs compelling development plans and executes them; pushes people to accept developmental moves; will mentor those who need help and further development; cooperates with developmental system in the organization; is a people builder and "multiplier."
- *Execution*: always achieves desired results; establishes clear goals, objectives and timelines for the team; holds self and team accountable; inspires a commitment to tasks and knows how to get things done; gets whole team aligned when necessary and knows how to "close the deal."
- *Hiring and Staffing*: has a nose for talent; hires best people available from inside or outside; knows where to search for talent; is not afraid of selecting strong people; assembles talented team members who work well together as a high-performance team.
- *Humor*: has a positive and constructive sense of humor; can laugh at himself/herself and with others; is appropriately funny and uses humor to tactfully diffuse tension; doesn't, however, make mistakes in areas requiring decorum.
- *Innovation and Creativity*: is good at bringing the creative ideas of others to market; has good judgment about what new things and suggestions will work; can facilitate team brainstorming; can project how potential ideas may play out to the club's advantage.
- *Integrity*: establishes and maintains the club's core values and guiding principles; works extensively on his/her trust building skills toward creating confidences; is genuine and authentic and capable of 'straight talk' communications at all times; is the consummate ambassador for the club in all settings; is a credible leader while maintaining the right 'service quotient' to the membership.
- *Listening*: practices attentiveness and active listening; has the patience to hear people out; can accurately restate the opinions of others even when he/she disagrees.
- *Member Focus*: is dedicated to meeting the expectations and requirements of the members and their guests; gets first-hand member information and uses it for improvements in products, programs and services; always acts with the members in mind; establishes and maintains effective relationships with members and gains their trust and respect.
- *Patience*: is tolerant with people and processes; listens and checks before acting; tries to understand the people and the data before making judgments and acting; waits for others to catch up before acting; sensitive to due process and proper pacing; and follows established process.
- *Time Management*: uses his/her time effectively and efficiently; values time; concentrates his/her efforts on the more important priorities; gets more done in less time than others; can attend to a broader range of activities.

## 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 AND 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 Jeff Voorhees, Search Chairman and the Huntington Crescent Club Search Committee**, and clearly articulate why you want to be considered for this position at this stage of your career and why Huntington Crescent Club and the Huntington, NY 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, 2019. Candidate selections will occur in September and first interviews are expected to occur in late-September, final selections will likely be made in October with the successfully selected candidate starting in mid-October.**

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

"Last Name, First Name Resume" &

"Last Name, First Name Cover Letter Huntington Crescent Club"

(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](mailto:holly@kkandw.com)

### Lead Search Executive:

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