

## **GENERAL MANAGER PROFILE: THE LITCHFIELD COUNTRY CLUB LITCHFIELD, CT**

### **THE GENERAL MANAGER OPPORTUNITY AT THE LITCHFIELD COUNTRY CLUB**

Litchfield Country Club is searching for a General Manager with a leadership style that promotes a culture of friendly engagement, close collaboration and consequential innovation. In employing an energetic and talented General Manager, the Club, currently member-run, is seeking to realize its full potential. The Club offers an exciting opportunity for a successful General Manager to establish a long-term relationship and to be appreciated and rewarded for competence, hard work and accomplishment.

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

### **THE LITCHFIELD COUNTRY CLUB**

Litchfield Country Club, originally established in 1892, is a family-oriented, private club that quietly prides itself on being a warm and welcoming place for all. Bounded on three sides by the scenic grounds of the White Memorial Conservation Center, the Club has a challenging nine-hole golf course, four har-tru tennis courts, a platform/pickle court (with a second soon to be added), swimming and wading pools and a robust summer children's program. The handsome clubhouse, a recently restored mid-19<sup>th</sup> century farmhouse with terraces and gardens, overlooks the meandering Bantam River and the Litchfield Hills. It provides an idyllic setting for members and guests to enjoy just a drink or a full-service brunch, lunch or dinner.

### **THE LITCHFIELD COUNTRY CLUB BY THE NUMBERS**

- At present, there are approximately 255 members in all categories
- Initial fee of \$15,000
- Annual dues of \$3,600 (\$5,200 including monthly maintenance fees)
- \$880 annual dining room minimum (for Regular and House members)
- Up to \$1,092 in an annual capital charge based on membership category
- Gross revenue from all sources of about \$2.4M
- Annual dues volume of \$1.1M (including monthly maintenance)
- F & B volume of approximately \$700,000
- Gross annual payroll of approximately \$800,000 before payroll tax
- Approximately 3,500 rounds of golf annually
- Nine employees (FTE) in-season; sixty part-time and seasonal employees
- The Club is organized as a 501(c) (7) not-for-profit organization
- The Club utilizes Jonas as its POS and accounting system
- Average age of the membership is mid-50s

**THE LITCHFIELD COUNTRY CLUB WEB SITE:** [www.litchfield.club](http://www.litchfield.club)

### **GENERAL MANAGER POSITION OVERVIEW**

Currently, the Club is managed by a Board of Governors consisting of four Officers and nine other Governors, each of whom, as a Committee Chair, manages a segment of the Club's operations. The Board is assisted by a Business Manager. With the employment of a General Manager, the Club will convert to day-to-day management by the General Manager in which the staff, including the Business Manager, will report to the General Manager and the General Manager will report to the Board President. The General Manager will be an ex-officio member of the Board and will be expected to attend all Board meetings.

## **INITIAL PRIORITIES**

Shortly after arrival, the new General Manager's responsibilities will include the following:

- Assisting the President and the Board in transitioning smoothly to day-to-day management by the General Manager (including beginning the process of assuming certain administrative duties currently being performed by the President, Treasurer, Business Manager and Committee Chairs)
- Learning the Club's history, traditions and key relationships
- Becoming familiar with (and ultimately gaining the confidence of) the members and the staff by being present, active, visible, approachable and responsive
- Identifying and beginning to implement ways to encourage close collaboration among the staff and
- Looking closely at the F&B department (referred to by the Club as "House") and, with the House Committee Chair, identifying and beginning to implement ways to enhance the dining experience and prudently control costs.

## **KEY AREAS OF RESPONSIBILITY**

As part of the day-to-day management of the Club, the General Manager's responsibilities would include the following:

- Overseeing the recruiting, training and mentoring of staff members
- Instilling in all staff members the importance of commitment, communication and collaboration
- Being present within the Club to address inquiries, receive comments and suggestions and deal with complaints or other problems as they arise
- Closely monitoring and supervising all staff members, providing feedback at appropriate times and engaging in year-end performance reviews
- Debriefing retiring senior staff members to allow for a smooth transition and to preserve institutional knowledge
- Preparing the Club's annual operating budget with the Treasurer and the Board and monitoring and reporting periodically as to the Club's financial performance
- Preparing and maintaining a multi-year capital plan and budget with the Treasurer and the Board
- Updating the Club's website and digital newsletter and determining other ways to strengthen communications with the membership
- Providing the members and their guests with a consistently superior dining and social experience within an agreed budget
- Planning, supervising and attending Club events to monitor that all goes as expected, to deal with the unexpected and to ensure close collaboration by senior staff
- Assuming certain administrative duties currently being performed by the President, Vice-President, Treasurer, Business Manager and Committee Chairs
- Preparing and maintaining a year-long calendar of sports and social events, and
- Being a keen observer within the industry and calling attention to "best practices" at other clubs and to evolving industry trends

## **CANDIDATE QUALIFICATIONS**

Those qualifications include the following:

- A minimum of 3-5 years as an accomplished General Manager in a family-oriented, quality private club; assistant GMs and other non-GM club employees with verifiable work experience at a quality private club and with a mentor's recommendation will be strongly considered.
- A positive, engaging and thoughtful personality with strong interpersonal skills
- A proven ability to employ, train and retain a committed and competent staff
- Verifiable financial and accounting skills including the preparation of detailed operating and capital budgets
- Demonstrated strengths in food and beverage training and execution with a clear appreciation of hospitality and service balanced with financial efficiency and,
- Expertise in technology and computers, including a working familiarity and competence in social media

## 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.

## EDUCATION

- A Degree is highly desirable. In lieu of the degree, substantial private club or hospitality experience will be considered.
- Certified Club Manager (CCM) designation is preferred but not required.

## SALARY AND BENEFITS

Salary is open and commensurate with qualifications and experience, the smaller club size, and the geographic area. The Club, along with the typical CMAA benefits, offers an excellent compensation 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. Please be sure your image is not present on your resume or cover letter; that should be used on your LinkedIn Profile.

**Prepare a thoughtful cover letter addressed** to Ms. Louisa Roraback; Vice President and Search Committee Chair, 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 Litchfield Country Club and the Litchfield, CT 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 Monday, February 27, 2023. Candidate selections will occur in early March with first interviews expected mid-March with the new candidate assuming his/her sometime in the spring.***

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

**“Last Name, First Name Resume” &**

**“Last Name, First Name Cover Letter – The Litchfield Country 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 Patty: [patty@kkandw.com](mailto:patty@kkandw.com)

## Lead Search Executive:

Len Simard

Search Executive

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