



HUNTINGDON VALLEY COUNTRY CLUB

General Manager Position Overview



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COUNTRY CLUB



The Huntingdon Valley Country Club is a golf, racquets, shooting and swim club located in Huntingdon Valley, Pennsylvania, 7 miles northeast of Philadelphia. In addition to a golf course, the club offers banquet and dining facilities. The course resides on 230 acres and is ranked as the #9 golf course in Pennsylvania and #3 course in the Philadelphia area by Golf Digest.



HISTORY

Huntingdon Valley Country Club was organized in June 1897. It was originally a nine-hole course and was subsequently expanded to 18 holes after acquiring additional land. The course was later moved to its present site in the mid-1920s. Play started on the 27-hole layout on April 14, 1928.

GENERAL MANAGER POSITION OVERVIEW

As the Club General Manager, the leader is responsible for the proper management of all aspects of the Club's activities and relationships and supervises coordinates, and administers the policies of the Club as defined by the Board of Governors. Additionally, he/she is also responsible for the promotion of the Club and the culture of hospitality, friendliness, and goodwill among all members and guests. The successful candidate will serve as a "thought partner" with the Board and Committees to help define and guide discussions and support toward programs, amenities, and other strategies that will enable HVCC to deliver excellence in all it does for its members and staff.

Over the years, the Club has developed a strong team of both Executive and support staff, with many of the senior team serving in their roles for 10+ years. The overall philosophy and staff culture is "ONE CLUB- ONE MEMBERSHIP-ONE STAFF-GREAT TRADITION" with strong and consistent processes to support and further this approach and style. Consequently, the Board, Committees, and membership in general appreciate and expect an engaged, approachable, sincere, respectful, and responsible leader who has exceptional "executive presence" and is fully committed to the Club and community.

Working closely with volunteer leaders on the Board and Committees, who have consistently supported a robust GM Model organizational structure, the General Manager is a catalyst to focus on protecting the unique "culture" of the Club that upholds strong friendship and the camaraderie of its members. Additionally, this leader should provide clear direction to membership maintenance and future membership growth. The General Manager must set well-defined goals and objectives for the team, mentoring and supporting them, but also holding them accountable to the agreed upon objectives.

The General Manager of Huntingdon Valley Country Club is expected to be an executive capable of successfully dealing with a wide variety of constituencies---from members to volunteer leaders to local authorities to the over 100 staff members who comprise the team at HVCC.

EMPHASIZED KEY CHARACTERISTICS

A requirement is to work proactively with the Board and Club Committees, as appropriate, help them to keep focused on critical goals and objectives that benefit the long-term well-being of HVCC.

Outstanding communication skills are necessary for this role and to be successful at HVCC. As the primary communicator of much of the information at the Club, proven exceptional verbal and written skills are critical, as is a keen ability to “listen,” “engage,” “build trust” and “be highly approachable.”

Other key attributes, characteristics, and style of the successful new leader include:

- Must be a visionary and mission-oriented; anticipating how the Club continues to evolve is essential, being actively ‘networked’ in the industry to the point of being on the forefront of trends in clubs. Being strategic in focus and able to gain support and execute approved plans and directions, sometimes imploring the Board to make actionable decisions, albeit with a natural ability to analyze and communicate the reasons behind recommendations.
- Being naturally outgoing, conversant, respectful, and diplomatic, but able to say “no diplomatically.”
- Recognizing the need for the continuation of an “employer of choice” approach to attracting, retaining, and developing staff at every level within the HVCC organization.
- Being innately understanding, empathetic, reliable, and relatable to members and staff at all levels.
- Having exceptional financial acumen and ensure positive operational results – strong P&L management is required.
- Recognizing and valuing the Club’s traditions and having the ability to implement change while maintaining the Club’s most valued traditions and culture.

INITIAL PRIORITIES OF THE GENERAL MANAGER

- Learn the culture of HVCC by listening, being approachable, meeting with the Board, Committees, Executive staff, members and associates as often as possible.
- Focus on the overall strategic plan of HVCC, continuing to consider the “vision” of the Club, the demographics of membership. Work with the Board and Committees, to strengthen and update the plan, and communicate efforts and recommendations with the membership.
- Review food and beverage operations, the balance of activities between dining venues, and staff recruitment, training, and retention programs and, if necessary, implement improvements to continue to move toward consistent excellence in this area.
- Understand the budget and the Club’s financial history and gain a full appreciation of how HVCC has evolved over the years and administers to its defined needs and goals.

DESIRED CANDIDATE QUALIFICATIONS

- A minimum of 5 -7 years of progressive leadership/management experience in (preferably) a private member-owned country club with multi-dimensional operations, or leading hospitality operations outside of the club industry in a similar hospitality operation.
- Proven and verifiable leadership qualities with a demonstrated ability to direct, coordinate and control all aspects of a busy, full service, country club community with 100 plus staff members seasonally.
- Keen understanding of quality in all aspects of the club (membership and related activities) and club operations (F & B, athletics, programming, etc.), as well as demonstrable success in leading clubs to continued relevancy and successfully managing evolving membership demographics.
- Strong history of success and a keen understanding of quality Food & Beverage operations, including revenue growth, training, innovation and creativity, and reliable service culture development.
- Technologically proficient and recognizing best practices use of technology to improve 'high touch' service delivery to members, as well as to more efficiently manage and lead operations.
- A proven motivator and leader who can bring out the best in others by setting clear goals and expectations, holding them accountable for outcomes, by providing consistent feedback, through respectful interaction.
- Someone with a history of innovation, and a champion of new ideas and initiatives, with the constant improvement of member experiences and operational efficiency.
- A confident, diplomatic, and competent club industry professional with exceptional "executive presence," who recognizes the importance of accountability, and who has a strong history of success in working with member boards and committees.
- An organizationally focused individual who recognizes that obsession with details and consistency of delivery at a high-level - resulting in consistent member and associate satisfaction, high levels of quality and overall outstanding member experience.
- Excellent leadership and public relations capabilities with a proven history of bringing diverse groups to common goals through effective communications in an open and friendly style.

EDUCATIONAL AND CERTIFICATION QUALIFICATIONS

- A Bachelor's Degree from a four-year university or college is highly desirable, preferably in Hospitality Management.
- From the club industry, Certified Club Manager (CCM) designation is desired, but not required. If without such designation, a commitment to on-going and lifelong learning and robust networking capabilities is critical. If outside of the traditional CMAA background, having verifiable professional development that provides confidence in one's ability to lead one of the top clubs in the country.







Huntingdon Valley Country Club

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