

## **ASSISTANT GENERAL MANAGER BELMONT COUNTRY CLUB BELMONT, MA**

### **ASSISTANT GENERAL MANAGER AT BELMONT COUNTRY CLUB**

The Assistant General Manager (AGM) role at Belmont Country Club, in Belmont, MA, is a wonderful opportunity to join one of the most boutique, elite, and understated Clubs in the Northeast and be a part of a high-performing team dedicated to creating exceptional employee and member experiences. The ideal candidate will be well-versed in food and beverage operations, display excellent and engaging leadership skills, and implement successful training programs and standards of service excellence to exceed member expectations.

Working with the General Manager/ Chief Operating Officer and team members, the successful new AGM will be fully exposed to and lead a fully-amenitized and extensive operation. He or she will have the opportunity to hone his/ her skills in preparation for taking on a top role of his/ her own in the future. This is a progressive role at a premier club in the country that is deeply rooted in history and traditions. The new AGM will work alongside the General Manager/ Chief Operating Officer and act as a steward of the well-regarded culture while elevating and evolving the member experience.

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

### **ABOUT BELMONT COUNTRY CLUB**

Belmont Country Club, a prestigious New England club since 1918, is renowned for its close-knit community and dedication to camaraderie, family, and community service. Its new state-of-the-art clubhouse enhances the already exceptional facilities, but what truly sets Belmont apart is its strong connection to shared values and priorities. The Club's membership is known for being highly respected in their fields and committed to charity and community involvement. The "Member/Sponsor" approach ensures the community grows organically with like-minded individuals.

The Club features one of the most immaculate golf courses in the Metro Boston area. Its 18-hole course was designed by Donald Ross and recently renovated by Brian Silva. The Club is known for its exceptional putting surfaces with consistently fast speeds, offering a challenging experience to golfers of all levels. Additionally, the Club provides a variety of other amenities, including four Har-Tru tennis courts, a large pool with lap lanes, a fitness center, and full-service pro shops for golf and tennis. Belmont's commitment to excellence extends to its culinary services, sourcing high-quality ingredients to provide exceptional dining experiences for its members. The Club is seasonal in nature with an off-season from the end of December to April 1.

### **BELMONT COUNTRY CLUB BY THE NUMBERS**

- Approximately 375 member FTE
- Initiation Fee: \$95,000
- Annual Dues Approximately: \$25,000
- Annual Rounds of Golf: 16,000
- Annual Gross Volume Approximately: \$11.5 M
- Annual Dues Volume Approximately \$7 M
- F&B Volume Approximately: \$2.2 M
- 120 FTE and 45 PT/seasonal employees
- Gross Payroll Approximately: \$5.5 M

- Committees: Food and Beverage, Golf (M/W), Grounds and Greens, Finance, Long Range Planning, Family/ pool
- There are 16 board members serving 3-year terms
- The Club uses Jonas for POS and accounting

**BELMONT COUNTRY CLUB WEBSITE:** [www.belmontcc.org](http://www.belmontcc.org)

### **ASSISTANT GENERAL MANAGER – POSITION OVERVIEW**

The Assistant General Manager (AGM) will lead clubhouse operations with a hands-on, member-focused approach, fostering a culture of accessibility, service excellence, personalized hospitality, and operational efficiency. By actively engaging with both members and staff, the AGM will ensure a welcoming, high-quality environment. The AGM at Belmont Country Club is a senior leader within the Executive Team, reporting directly to the General Manager/Chief Operating Officer (GM/COO). This role encompasses strategic oversight of all clubhouse operations, a commitment to exceptional member experiences, and a dedication to supporting the Club’s mission, values, and reputation for excellence. As a member of the executive leadership team, the AGM collaborates across departments to ensure seamless operations and engages directly with the Food & Beverage and other designated Committees, as well as any additional meetings as directed. He or she will directly supervise the Director of Restaurant Operations, Executive Chef, Director of Events, Director of Tennis, Director of Aquatics and Youth Activities, Operations Manager, and Locker Room Managers/Supervisors.

In partnership with the General Manager/Chief Operating Officer (GM/COO), the AGM will manage budgets, monitor financial performance, and drive cost-effective operations. This includes innovative service initiatives to exceed member expectations, address concerns, and maintain high standards of facility upkeep. Additionally, the AGM will spearhead recruitment, onboarding, and training processes to attract top talent, develop recognition programs, and cultivate a supportive, growth-oriented work culture.

The AGM at Belmont Country Club must possess strong strategic thinking, a passion for excellence, advanced foresight, and effective follow-through. This role requires a proactive, creative, and solutions-oriented approach to both member and operational needs, making the AGM a vital part of the Club’s ongoing success and community reputation.

### **INITIAL PRIORITIES OF THE NEW ASSISTANT GENERAL MANAGER**

- Listen, interact, observe, evaluate, and spend time truly coming to understand what makes Belmont Country Club a special and unique place - learn the culture and traditions of the Club. Build relationships with members, colleagues, and key stakeholders.
- Utilize the tremendous historical resources---members, staff, and records---to come up to speed on the Belmont Country Club’s history, culture, evolution, and seasonal offerings.
- Gain an in-depth understanding of member expectations and needs to inform strategic and operational decisions.
- Conduct a comprehensive review of current clubhouse operations to identify areas for operational efficiency and service improvements. Develop a structured tracking and metrics system to measure the effectiveness of clubhouse functions.
- Prioritize exceptional service as the foundation for an elevated member experience, focusing on service consistency and responsiveness to member feedback.
- Create and implement enhanced training programs to reinforce service standards and set clear expectations.
- Develop and launch initiatives that foster team unity, reward excellence, and promote Belmont’s standing as an employer of choice.
- Take a proactive role in the recruitment, onboarding, and comprehensive training of new team members, setting a strong foundation for operational success in the upcoming season.

### **CANDIDATE QUALIFICATIONS**

- Ideally, a minimum of eight to ten years of progressive leadership experience in a high-caliber, multi-outlet environment, such as a hotel, resort, private club, or corporate food and beverage operation.

- Candidates with backgrounds as well-mentored Assistant General Managers (AGMs) or in other areas of the hospitality industry will be considered, provided they demonstrate a relationship-driven approach over a transactional one, verifiable through current and past professional success.
- A proven track record of building and maintaining strong relationships with both members and team members, coupled with an intuitive mentoring style that encourages staff development and advancement.
- Evidence of a supportive leadership approach that emphasizes employee growth, high morale, and a strong, team-oriented culture.
- Demonstrated a history of excellence in managing quality F&B operations, with a focus on revenue generation, innovative service solutions, training programs, and fostering a strong service culture.
- Experience in developing and executing creative food and beverage concepts that resonate with diverse membership groups and enhance the Club's dining experiences.
- Strong aptitude for leveraging technology to elevate high-touch service delivery and optimize operational efficiencies within clubhouse operations.
- Familiarity with current technological best practices in member engagement, staff training, and service innovation to streamline processes and enhance member satisfaction.
- A proactive, results-oriented professional with a clear understanding of operational efficiency, quality standards, and financial performance as they relate to clubhouse success.
- Commitment to delivering a consistently first-class member experience through strategic foresight, problem-solving, and attention to detail in all aspects of Club operations.

#### **EDUCATIONAL AND CERTIFICATION QUALIFICATIONS**

- A bachelor's degree is preferred, with a focus on Hospitality Management.
- Substantial private club or hospitality experience will be considered in lieu of the degree.

#### **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 offers an excellent bonus and benefits package, including association membership.

#### **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 Mr. Andrew Coleman, General Manager. Clearly articulate your alignment with this role, why you want to be considered for this position at this stage of your career, and why Belmont Country Club and the Belmont, MA area will benefit 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 10<sup>th</sup>. Candidate selections will occur mid-month, with the first Interviews expected in March and the second interviews a short time later. The new candidate should assume his/her role in April.**

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

"Last Name, First Name - Resume" &

"Last Name, First Name - Cover Letter - Belmont"

(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 Alice Stevens: [alice@kkandw.com](mailto:alice@kkandw.com)

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