

**DIRECTOR OF CLUB OPERATIONS PROFILE:  
THE HERMITAGE CLUB  
WILMINGTON, VT**

**THE DIRECTOR OF CLUB OPERATIONS OPPORTUNITY AT THE HERMITAGE CLUB**

The Hermitage Club in Wilmington, VT presents a special opportunity for a unique individual to become their Director of Club Operations (DCO). The Director of Club Operations at The Hermitage Club should be the quintessential professional in every aspect and will be a highly visible and engaged leader. Continually ensuring a consistently positive experience for members and members that exceeds expectations is job one for the DCO.

The Director of Club Operations will ensure the goals of both the food and beverage department and club amenities are being met through proactive leadership and full-scope management. Clearly then, paying attention to all the details that contribute to overall success is a crucial attribute and a necessary intuitive style of the successful Director of Club Operations.

The primary focus of the role is to elevate the service culture by delivering a consistent member experience, which is of primary importance to the social fabric and culture of the Club. The ability to be consistently forward-looking in planning, innovation, organization, and departmental mentoring and leadership is a critical skill set required for success in this position. Also important is the ability to intuitively understand the need to be visible and highly interactive with members and staff; and the realization that leadership in this area begins and ends with approachability and accessibility.

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

**THE HERMITAGE CLUB**

The Hermitage Club at Haystack Mountain is a private, member-owned club nestled in the Green Mountains of Southern Vermont. The Hermitage Club is a family-focused oasis of convenience showcasing attention to nearly 200 acres of curated snow conditions and thoughtfully planned services, amenities, and entertainment. Members enjoy zero lift lines with endless runs thanks to a heated 6-passenger high-speed lift serving ski trails for all ability levels and classic New England glades.

The Club offers the congenial luxury of the only private ski resort experience club in the East and operates at full capacity for four active months from mid-December through March. During the ski season, the club is open for skiing and F&B service for 3-4 days per week. The Base Lodge is open every day for use of other facilities including the spa and fitness area. In the off-season, the clubhouse is open three to four days a week to members for fitness, spa, salon, swimming, bowling, and movies. There are typically four to six off-season special member events.

After ski traditions are important and range from down-to-earth to over-the-top in the extraordinarily appointed 90,000-square-foot Lodge that is the Club's centerpiece. Features include a full-service spa and salon, fitness center and classes, indoor salt-water lap pool, private lockers, 50-seat movie theater, bowling alley, childcare, and youth activities, plus a well-stocked retail store and rental equipment for members. Additional club services include Ski and Snowboard School, youth programming, and valet service for both member/guest cars and skis.

In addition to daily lunch and occasional dinner service at The Lodge, members and their guests enjoy several unique and special food and beverage options including the Trestle Bar, Hayloft Whiskey Lounge, First Chair Café, family buffet, Chef dinners, patio bar and BBQ (weather permitting). In season, weekend lunch volume can reach 500 covers on Saturdays with Fridays and Sundays a bit less but holiday weekends are high volume with numbers reaching 900 covers and above. Breakfast and dinner service volume is considerably less than lunch.

The companion Mid-Mountain Lodge is a favorite for ski-in lunch, and a special private dining experience for small groups who travel by snowcat in the club's 'Catillac.' The Hermitage Club is located in Wilmington, Vermont just a short drive from most major metropolitan areas. Boston 2.5 hrs. | New York 4 hrs. | Hartford 2 hrs.

## **THE HERMITAGE CLUB BY THE NUMBERS**

- Total Revenue - \$11.25M
- Initiation Fee - \$75,000
- Total Dues Volume - \$8M
- # Members – 170 Founding, 233 Platinum, 2 Junior
- F&B Revenue - \$1.45M
- # of Employees; FTE – 28, seasonal – 300 (many of these are Ski School and Ski Patrol and are incidental part-time)
- POS and accounting system – Club Essential

**THE HERMITAGE CLUB WEBSITE:** [www.hermitageclub.com](http://www.hermitageclub.com)

## **DIRECTOR OF CLUB OPERATIONS - POSITION OVERVIEW**

The Director Of Club Operations has responsibility for all day-to-day operations of The Hermitage Club but the initial primary focus will be to elevate the service and consistency in the food and beverage department. S/he directs and administers all aspects of the operations including food and beverage amenities, staff, and all programs and activities to ensure outstanding service and guest satisfaction.

### **PRIMARY RESPONSIBILITIES**

#### **Member Services:**

- Consistent, sincere, and significant engagement and visibility to members and staff in the dining areas of The Lodge are important. The Director of Club Operations is ultimately responsible to ensure that all guest dining and events are well-conceived and executed.
- Provide quality leadership in a positive and upbeat manner for the members and staff.
- Create and maintain a first-class service culture throughout the property.
- Address and resolve all member complaints and suggestions, general service, employee attitude, maintenance, and presentation of the general operations.

#### **Employee Relations:**

- Oversee the recruiting, hiring, and development of personnel. Oversee ongoing training programs complete with up-to-date training manuals to ensure exceptional service in all parts of the Lodge's operation.
- Provides for training and future development of all subordinate managers and supervisors subject to budget approval by the owner. Instill the concept of being "team players" in all employees. Continue to coach, counsel, and evaluate departmental staff.
- Ensures that a positive spirit and healthy work environment exists throughout the property, one that is free of safety risks and all forms of employee harassment.
- Maintain an effective communication program where employees are treated in a fair, structured and consistent manner.
- Function as the administrative and communication link between departments.
- Ensure that all employees are regularly trained and certified in areas that help guard the safety and well-being of the members and other employees including, but not limited to responsible alcohol service, safe food handling, etc.
- Help to facilitate a team environment with high ethical standards.

#### **Financial Management:**

- Works jointly with the general manager to prepare the annual operating and capital budgets for all operations and assists in managing and controlling the operations to attain the desired results.
- Monitors the budget each week/month and directs the taking of corrective action as necessary to assure that the budgeted goals are attained.

- Provides input to all personnel regarding annual budgets, capital spending plans, fiscal controls, and operational guidelines.
- Monitors payroll records to control overtime and maintain labor costs within budgetary guidelines.

#### **Personnel Management:**

- Recognize, respect, and support the contributions of key managers and staff. Ensure that appropriately skilled and competent departmental managers are in place for all key positions and that each of them does the same in their respective areas of responsibility. Set performance standards for all departments, and hold them accountable for maintaining these standards, especially in member service areas.
- Displays a very hands-on approach and leads the staff by example. Must be approachable to staff and members.
- Assists in developing and implementing long-range (strategic) and annual (business) plans, operating reports, forecasts and budgets.
- Involved in the attraction and retention of all staff including seasonal talent.
- Responsible for the hiring, discipline, termination and documentation of all clubhouse staff.
- Reviews all accidents, completes accident reports and implements improved procedures.
- A warm personality, a sense of humor and the ability to work effectively with all levels of the staff and members.
- Must be a servant leader committed to leading by example, supporting the staff and maintaining a highly visible management style understanding that the staff is the #1 asset.
- Maintain an environment and overall atmosphere for management/staff that promotes and values appropriate and responsible contributions to The Hermitage Club's success. Ensure that all staff are focused on positive, supportive relationships amongst themselves and with the members.

#### **Operational Responsibilities:**

- Understands and abides by The Hermitage Club policies and departmental procedures.
- Assures that The Hermitage Club is run in accordance with all applicable local, state and federal laws.
- Research new products/services/vendors and develops an analysis of their costs/benefits.
- Disseminates information effectively and coordinates activities between departments on a timely basis.
- Keeps the General Manager informed of all potential problems and activities related to the smooth operation of the clubhouse.
- A sharp eye for detail in the overall management of the operation.
- Responsible for regularly reporting of performance and financial data to the CFO.

#### **DIRECT REPORTS**

- Wellness / Retail Manager
- Housekeeping
- Member Services Director
- Food & Beverage Manager
- Chef de Cuisine

#### **CANDIDATE QUALIFICATIONS**

- Is a servant leader with strong hospitality credentials and a proven track record of providing premier-level hospitality services, with a personality that is commensurately appropriate for The Hermitage Club culture.
- A professional career track record of hospitality achievement and stability with experience in a high-volume, highly respected club, resort, or hotel.
- Is a highly motivated individual who is confident in his or her abilities and yet humble in personality; a person who can share the credit with their staff for achievements as well as take responsibility when standards are not met.
- Has a positive attitude and is professional in nature with a high degree of integrity and a strong work ethic.
- Is a proven hospitality leader who can manage his or her time and establish priorities, to which he or she is accountable to execute.
- Has a verifiable track record of successfully leading a multi-amenity operation including building revenues, controlling costs, and meeting or exceeding planned and budgeted bottom-line goals and objectives.

- A “relationship” person who successfully finds solutions with all sides in mind.
- Exhibits a continuous desire to improve him/herself and a track record of developing strong and upwardly successful associates and direct reports.
- Possessing financial acumen to understand financials and manage budgets.
- An overriding sense of quality consciousness pervades every part of the operation. This includes a high-quality, courteous, and efficient staff.
- Sound and current knowledge of human resources practices, including wage and hour laws, employment and discharge, equal opportunity employment, OSHA and the full range of employee benefits.
- Strong verbal and written communication skills.
- Must have excellent computer skills, including extensive use of Microsoft Office programs.

#### **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 are preferred but not required.

#### **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. Steven Kovensky, Search Chairman and The Hermitage Club Search Committee** 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 THC and the Wilmington 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, July 21, 2023. Candidate selections will occur late July with first interviews expected in August 2023 and second interviews a short time later. The new candidate should assume his/her role in mid-September.***

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

“Last Name, First Name Resume” &

“Last Name, First Name Cover Letter The Hermitage 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 Katy Eliades: [katy@kkandw.com](mailto:katy@kkandw.com)

#### **Lead Search Executive:**

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