



West Hills Country Club | Middletown, New York

General Manager

About the Club

West Hills Country Club, owned and operated by the Bonura Hospitality Group (BHG) since 2012, is one of the premier private golf and country clubs in the Hudson Valley. Following an extensive transformation under BHG—renowned for exceptional hospitality—West Hills has become a cornerstone of excellence in member experience and event hospitality.

The Club features the “Bridge Course,” an 18-hole championship layout thoughtfully redesigned by acclaimed golf architects Jim Fazio and Dave Heatwole. Known for its pristine conditions, the course is considered one of the region's finest. Beyond golf, West Hills offers an array of amenities, including two tennis courts, a swimming pool, an outdoor bar, and private cabanas. The recently renovated clubhouse, elevated dining experience, and active social calendar enhanced club members' year-round lifestyles.

West Hills is also recognized as the Hudson Valley's most exclusive wedding and event destination. Its outdoor banquet facility, nestled along the Wallkill River and surrounded by sweeping golf course views, offers a truly unforgettable setting for celebrations.

With a commitment to delivering luxury, hospitality, and community, West Hills Country Club is more than a golf club—it's a lifestyle destination.

The Club at a Glance:

- Total Gross Revenues: \$6 million
- Annual Dues Revenue: \$2.0 million
- Clubhouse: April – December, Tues – Sun
- 25,000 sq. ft. Clubhouse
- 27 Holes of Golf, redesigned by Jim Fazio and Dave Heatwole
- Meeting & Private Event Spaces
- Outdoor Event Tent with golf course and river views
- 2 Hard Tennis Courts
- 2 Swimming Pools & 6 Private Cabanas
- The Residences at West Hills – 158 luxury rentals with social or higher-level membership
- Seasonal Team Members: 25 (includes J1, H2B, and interns)
- Team Size (Year-Round / In-Season): 15 / 75
- Food & Beverage Sales: \$3.5 million (85% private events)
- Total Memberships: 230



About the Position

The General Manager (GM) will report to Ownership and work closely with the leadership team to manage a developer-owned property. The GM oversees all aspects of Club operations, including membership recruitment and retention, Food & Beverage, Clubhouse, Golf, and Course & Grounds. This role requires strong leadership, a focus on service excellence, and the ability to drive operational efficiency while ensuring a positive member experience. The GM will also be responsible for staff development, training, and setting performance standards to maintain a high-performance culture and gracious hospitality.

What You'll Do

- Deliver an exceptional member experience to all members and guests.
- Lead Membership recruitment and retention strategies.
- Oversee Food & Beverage operations and catering services.
- Manage Clubhouse Operations, Golf Operations, and Course & Grounds Maintenance.
- Instill a deeply committed service culture focused on member satisfaction, anticipatory service, and personalized understanding of member preferences
- Develop and manage annual operating budgets with the Owners and Controller.
- Engage department heads in budget planning to create Ownership and accountability within departments.
- Serve internal customers (staff and team members) to create a ripple effect that enhances the overall member experience.
- Delegate authority effectively to department leaders while remaining accountable for overall operations.
- Implement high-performance standards across departments and regularly evaluate staff, programming, products, and services.
- Supervise the Club's seasonal employee housing program, including J1, H2B, and intern staff (and manage related processes and issues).

What You'll Bring

Education & Certifications:

- A bachelor's degree in hospitality management or business administration is preferred.
- Relevant professional certifications (e.g., CCM, CCE) are highly desired.

Experience:

- 8+ years in senior hospitality management, including 5+ years as GM or AGM in a golf-



centric or similar private club.

- Proven success in member marketing, recruitment, retention, and driving profitable Food & Beverage operations.
- Strong track record in staff development, training, and creating a service-oriented culture.
- Experienced in budget management, expense control, and driving business growth.

Leadership:

- Proven ability to lead teams, set clear goals, and hold staff accountable.
- Inspiring, approachable, and decisive leader with a humanistic management style.

Skills & Attributes:

- An entrepreneurial mindset with a strong understanding of operations, finance, and service delivery.
- Professional demeanor, excellent interpersonal skills, and a focus on member and staff relationships.
- Strong knowledge of Food & Beverage operations and golf course maintenance.
- Technologically savvy, with a proactive and organized problem-solving and team management approach.
- High work ethic and commitment to excellence.

Apply for This Position

Interested candidates should complete the online candidate profile form and submit a compelling cover letter and resume for consideration to DENEHY Club Thinking Partners at <http://denehyctp.com/apply-for-a-position/>. If you have any questions or want to recommend a candidate, please contact Carolyn Kepcher at carolyn@denehyctp.com.