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GENERAL MANAGER PROFILE: BOSTON GOLF CLUB HINGHAM, MA

THE GENERAL MANAGER OPPORTUNITY AT BOSTON GOLF CLUB

An exceptional opportunity for an experienced candidate with a successful track record of achievement, leadership and high-quality hospitality operations management experience. We are conducting a search for a General Manager at one of the finest golf only clubs in the Northeast, Boston Golf Club (Boston Golf). This is a unique opportunity because Boston Golf is coming off a record year. Membership is at an all-time high and a master plan is underway being directed by one of the game's foremost architects in Gil Hanse.

This (new) position is being created as a part of a strategic vision initiative by the Board which is looking to build on their initial near 20 years of success with a strategic plan for growth during the next twenty years. This position will focus on setting and executing their strategy that will elevate the brand of Boston Golf for the next twenty years.

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

BOSTON GOLF CLUB

Boston Golf was born of a desire to return to the simple but deep traditions of the game. In the fall of 1998, two avid golfers discussed their desire to create a golf-only club within a 20-minute drive of Boston. Rob Ketterson and John Mineck had never met before, but soon discovered they had a lot in common, including their philosophy on golf. BGC would be a unique place offering an old-world style golf experience with values that reflected the way golf was played during its golden age. Located just south of Boston in Hingham, Boston Golf Club was designed for the passionate golfer who appreciates the old-world style and the inherent challenge of the game. Every effort was made to contour the facilities with the flow of the natural landscape. The experience stresses comfort and fun while delivering personalized service to members and guests. In every sense, Boston Golf Club is a true golfer's paradise.

This Golf only, limited membership club features a Gil Hanse designed 18-hole course, a practice facility, short game area, caddie program, and putting green. The Clubhouse is located on the highest point of the property and its sprawling patio overlooks the 18th green is open six days/week and serves breakfast, lunch and dinner. BGC also offers a four-bedroom, four-bathroom cottage.

BOSTON GOLF CLUB BY THE NUMBERS:

- 250 members with a profile of a successful person who is passionate about golf and the quality of their club experience.
- 12,000 rounds of golf annually
- \$75,000 Initiation fee
- 7 Board members with a limited number of Committees: Green, Golf, Finance, Membership and House. Club Officers and Board are self-determined, so stability of Club leadership is assured.
- 47 Average age of members
- Club opened in September 2002 as a 501(c)(7) and is a not-for-profit corporation.

BOSTON GOLF CLUB WEB SITE: www.bostongolfclub.org

(See Tradition & Excellence video link on the home page)

GENERAL MANAGER JOB DESCRIPTION

The General Manager (GM) is responsible for helping set and support the mission and vision of Boston Golf Club. This executive has operational management authority over the daily operations of the club, as well as establishing short- and long-term organizational goals, objectives, plans, and policies subject to approval of the Board of Governors (Board) of Boston Golf Club. The General Manager represents and serves the membership of Boston Golf Club.

He/she is responsible for the financial and operational stability of the club and other external activities. Duties include direction setting, management of staff and all workforce issues as directed by the Board of Boston Golf Club, including the focus on maintaining quality facilities, safety, services, and programs throughout all social and recreational offerings.

The GM is responsible for ensuring that the organization follows all state and federal regulations governing the operation of private clubs. The GM is expected to operate the Club as a first-class organization relative to all stakeholders, including the Board of Governors, the current membership, and the employees. In addition, she/he is the Board's liaison to the staff of the Club and, as such, allows the Board to focus on longer-term strategic issues and avoid short-term operational issues, which are the staff's responsibility.

The GM will work closely with the President to develop the Board agenda and to make certain that the Board has the appropriate reports and financial information it needs to monitor club operations, to understand its financial position, and plan for future club needs. The GM will provide administrative and financial direction, will review adherence to operational goals, and the GM will be available for managerial counsel on all matters. The GM will work closely with the Board and the various department heads to ensure that the primary goal; a high level of membership satisfaction among the many constituencies is achieved.

The GM helps the Board arrive at a consensus about important matters by providing pertinent information and interacts with the Board to investigate more efficient operating procedures and new club activities. He/she will also complete all responsibilities and duties as prescribed in the club bylaws and will perform other duties as directed by the Board.

The GM will play a critically important role in maintaining and enhancing the spirit and culture of the Club, its membership, and its employees. He/she will be a visible, warm and welcoming person who will be personally involved in the front of the house; both in terms of setting the tone and the training of employees and in being personally present at events, both big and small. The GM must understand and enhance the intangibles that make BGC a unique environment in the world of private, member-owned golf clubs.

The GM has all club department heads reporting to him/her, including Head Golf Professional, Golf Course Superintendent, Club Controller, Clubhouse Manager, and Facilities Manager. The GM will assume or delegate these duties and responsibilities if the department head is absent or disabled.

To be successful, the General Manager must:

- Must understand, appreciate and be additive to our culture.
- Must have a strong "forward focus" on technology.
- Must Partner with the Director of Golf, enhance the Boston Golf member experience. The Boston Golf experience is the key Boston Golf's past success and will be the key to future success. While all the tasks listed below are important, they are all ultimately judged through the lens of the member experience.
- Must possess strong financial acumen and exceptional administrative skills, including a clear understanding and development of KPIs for the organization, and able to articulate their meaning and trending

analysis. Ability to create and oversee a system identifying key ratios to track (payroll, net F & B, etc.) as well as valuable 'dashboards' for oversight and enhancement of operations.

- Must be analytical in nature and skill set that translates into performance objectives that are easily articulated, understood, and turned into backing for making overall member satisfaction a top priority for the organization.
- Must help create value and for those that draw resources from the Club and help to prioritize allocation of resources.
- Must be able develop and install a performance management system, ensuring that standards of conduct and member engagement are met; this includes oversight of high standards of appearance, hospitality, service, and cleanliness of all facilities, as well as the key financial metrics that are agreed upon.
- Must instill a high-performance culture throughout the Club by involving associates in the decision-making process of how 'work gets done' and help to further an already desirable and rewarding work environment.
- Must have an enthusiasm and aptitude for teaching and training, developing, and enhancing orientation and training programs for all Club personnel, working, as necessary, with the managers directly responsible for those operations.
- Must ensure effective and efficient staffing and scheduling for all facilities and non-golf functions while balancing financial objectives with member and guest satisfaction goals.
- Must have strong administrative skills and proven ability to recognize and articulate the needs of Boston Golf to maintain a healthy financial position in the future through analytical rigor and data accumulation for enhanced decision-making.
- Must be adroit at developing relationships, being a respectful and diplomatic, but candid "thought partner" with the Board and Committee members.

CANDIDATE QUALIFICATIONS

- A minimum of 3-5 years of progressive leadership/management experience having a consistently upward tracking leadership experience in a contemporary business model club or similar hospitality operation known for high service standards. The club will consider both current GMs, as well as those "rising stars" with the necessary potential, but who are currently in exceptional club environments as an Assistant General Manager, Club Manager, or having similar responsibilities.
- Strong interpersonal and communication skills, both written and verbal, with the proven ability to make effective presentations of information and recommendations.
- Good judgment and sound decision-making skills, resolving problems in a timely manner, as confirmed in reference checking and interviewing.
- Detail oriented with the ability to exercise good time management skills, as well as the ability to instill such proficiencies in others with whom he/she will be working with if selected.
- Ability and history to function as the administrative link between departments.
- Experience in planning and administering training and professional development programs for himself/herself and club personnel.
- Experience in developing/implementing long-range (strategic) and annual (business) plans, operating reports, forecasts, and budgets, with a strong understanding of hospitality and service balanced against financial efficiencies.
- Able to monitor safety conditions and employees' conformance with safety procedures; updates emergency plans and procedures and assures that effective training for these programs is conducted in all departments.

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 preferred but not required, preferred designations: CCM, CCE, CMC, PGA

SALARY AND BENEFITS

Salary is open and commensurate with qualifications and experience befitting a club the stature and significance of Boston Golf Club. The club, along with the typical CMAA benefits, offers an excellent bonus and benefit 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.

Preparing a thoughtful letter of interest and alignment with the above noted expectations and requirements is necessary. Your letter should be addressed to Mr. Andrew Newman, Search Chairman and Boston Golf Club Search Committee, and clearly articulate why you want to be considered for this position at this stage of your career and why The Boston Golf Club and the Hingham area will be beneficial to both you and the Club if selected.

You must apply for this role as soon as possible but no later than March 1, 2021. Candidate selections will occur mid-March with first interviews expected in late March 2021 and second interviews a short time later. The new candidate should assume his/her role in mid-April 2021.

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

“Last Name, First Name - Resume” &

“Last Name, First Name - Cover Letter, Boston Golf 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 Holly Weiss: holly@kkandw.com

Lead Search Executive:

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