

KOPPLIN KUEBLER & WALLACE

ASSISTANT GENERAL MANAGER PROFILE: WELLESLEY COUNTRY CLUB WELLESLEY, MA

THE ASSISTANT GENERAL MANAGER (AGM) OPPORTUNITY AT WELLESLEY COUNTRY CLUB

Wellesley Country Club in the heart of Norfolk County in Wellesley, MA, sixteen miles from downtown Boston and next to the campus of Babson College is searching for a new Assistant General Manager for one of the top private clubs in the Northeast.

An ability to continue to elevate the overall member experience is a key to the new AGM's success, as is the gift of being able to effectively interface at a high level with all constituencies contributing to Wellesley Country Club's long-term success.

Wellesley Country Club is an exceptionally maintained property with an outstanding golf course. Visible leadership is essential and with it will come a high level of satisfaction from being part of true "community" of supportive and engaging members. Providing continuity and working interactively with the General Manager/COO and department heads, the new AGM will be a key component to position Wellesley Country Club (WCC) for continued long term future success.

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

ABOUT WELLESLEY COUNTRY CLUB

Wellesley Country Club is nestled in the quaint New England town of Wellesley, Massachusetts. Recognized as one of the most beautiful towns in Massachusetts, if not the entire country. Wellesley history stretches back to the initial English settlement of America, where it was settled as part of the Dedham in the 1630's and home to many US Senators, authors, artists, and musicians.

The property occupied by Wellesley Country Club has a history predating the club's 1910 founding, as the original grant land of Eleazar Kingsbury of Dedham occurred in 1665. On April 19, 1775, a company of West Needham Minutemen assembled there and led by Captain Caleb Kingsbury, marched off to engage the British troops in the first battle of the American revolution.

WCC, is ranked among the top private golf clubs in the Northeast with its rolling landscapes and grand clubhouse at the center of the Club's campus. WCC, which celebrated its Centennial year in 2010, is widely known for its focus on family and its close-knit membership community.

The golf course at WCC is steeped in history as well, designed by Donald Ross, Wayne Stiles and Geoffrey Cornish, the Club is fortunate to have one of only two courses that has felt the touch of this trio of New England's most prolific and distinguished golf course architects. The Club has hosted over a dozen championships sponsored by the USGA and MGA.

WCC opened its current impressive 56,000 square foot clubhouse in 2008. The Club offers membership and guests unique dining experiences in the family-style Wellesley Room, more formal 1910 Dining Room and casual Grill Room. The club's several function rooms are popular venues for many special occasions and celebrations throughout the year.

WCC offers its members and guests a wide variety of amenities such as a fitness center, complete with stationary bikes, arc trainers, treadmills, Cybex strength training machines, free weights, and medicine balls. On site fitness trainers are available to provide golf and tennis specific training to help performance.

The Fitness Center also offer programs for improvement of balance, general weight loss and the prevention/rehabilitation of injuries.

The new pool complex includes a snack bar, kiddie pool, sports courts and Sunset Terrace that is offered from Memorial Day to Labor Day.

WCC is home to several youth programs including Summer Academy, Paddle Tennis Vacation Camp, Junior Development Tennis Program, Junior Golf Program, Caddie Program and an active Swim Team.

The Tennis Program at Wellesley Country Club is considered one of the best in the Northeast offering year-round indoor tennis, and eight outdoor clay courts. The adult tennis program has many offerings for social and competitive players. The paddle tennis courts feature a state-of-the-art Platform Tennis facility with four courts and a paddle tennis hut. The club is in the midst of a \$14M capital project adding a 42,000 square foot Sports Complex with 4 indoor tennis courts and 2 Golf Simulators which is scheduled to open in September of 2022.

WELLESLEY COUNTRY CLUB BY THE NUMBERS:

- The Club enjoys an annual operating budget of nearly \$18.5M
- F&B operations revenues are \$4M annually
- Monthly minimum of \$115, 11 months of the year
- There are approximately 23,000 rounds played annually
- There are approximately 800 members (2,500 individuals)
- Initiation fees are \$82,000 with dues of \$16,300 annually.
- There are approximately 85 full time and 100 part time or seasonal employees.
- The average age of members is approximately 56.
- There is a total of 15 Board Members, each serving three-year staggered terms.
- There are 11 standing committees: Finance, Golf, Grounds, Racquets, Pool/Fitness, Facilities, Dining, Executive, Board of Governors, Nominating and Leadership
- The club uses Jonas for its POS and Club Accounting Systems

WELLESLEY COUNTRY CLUB WEB SITE: www.wellesleycc.com

ASSISTANT GENERAL MANAGER POSITION OVERVIEW

PRIMARY RESPONSIBILITIES

Member Services

- Consistent sincere and significant engagement of Members, highly visible to all Members and staff. The AGM is responsible for ensuring that all Member amenity and Club events are well conceived and executed.
- Provide quality leadership, demonstrating honesty and integrity in a positive and upbeat manner for Members, guests, and staff. Leads by example.
- Create and maintain a first-class service culture throughout the Club property.
- Address and resolve all Member and guest complaints and suggestions, general service, employee attitude, maintenance, and presentation of the Clubhouse and amenity areas.

Employee Relations

- Plan and execute training and employee development of all subordinate managers and supervisors subject to budget approval by the GM/COO. Instill the team-player concept in all employees. Coach, counsel and evaluate departmental staff.
- Build and maintain a positive spirit and healthy work environment throughout all operational areas, one that is free of safety risks and all forms of employee harassment.
- Build a stable and healthy work environment; one based on honesty, trust, and fairness.
- Be the administrative and communication link between departments, under direction, in the Club.

- Confirm that all Clubhouse employees are regularly trained and certified in areas that help guard the safety and wellbeing of the Members, guests and other employees including, but not limited to CPR, AED, responsible alcohol service, safe food handling, etc.
- Facilitate a team environment with morale, high ethical standards, and efficient use of resources to position Wellesley Country Club to be a preferred employer of choice in the community.

Financial Management

- Joint responsibility with the Chief Financial Officer and GM/COO to prepare, manage and control the annual operating and capital budgets for all departmental operations to desired metrics.
- Assists the GM/COO in developing and implementing long-range (strategic) and annual (business) plans, operating reports, forecasts, and budgets.
- Monitor all budgets; be responsible for directing corrective action to assure metric.
- Provide input to all departmental personnel regarding annual budgets, capital spending plans, fiscal controls and operational guidelines.
- Be responsible for all labor cost payouts within the constraints of the budget and through close coordination and with approval from the GM/COO and Controller.
- Supervise the purchasing, receiving, safekeeping and disbursement of operating supplies and equipment to maximize quality and profitability.

Personnel Management

- Hold direct responsibility for nine department heads (Executive Chef, Director of Food and Beverage, Clubhouse Manager, Director of Catering, Director of Golf, Greens Superintendent, Director of Racquets, Director of Aquatics and Director of Fitness).
- Hands-on management of staff and must be approachable to staff, Members, and guests.
- Be responsible for the hiring, discipline, termination, and documentation of all FOH F&B staff.
- Further their own continued development as a club management professional as a member of CMAA. With the assistance and approval of the GM/COO, participate in appropriate seminars/training programs, thereby enhancing skills, experience, and quality of services to WCC.

Operational Responsibilities

- Understand and abide by WCC policies and departmental procedures.
- Has the ability to drive creative initiatives and can produce amazing results.
- Provide content for and manage communications and marketing materials for departments under purview.
- Manage Clubhouse/departments in accordance with applicable local, state, and federal laws.
- Research new products/services/vendors and develop an analysis of their costs/benefits.
- Disseminate information effectively and coordinate activities between departments.
- Keep the GM/COO informed of all potential problems and activities related to smooth operations.
- Exhibit a sharp eye for detail in the overall management of the operation.
- Be responsible for regularly reporting performance and financial data of all departments under management to GM/COO.

CANDIDATE QUALIFICATIONS

- Is a passionate leader with strong credentials and work ethic, a proven track record of providing premier-level hospitality services.
- Has a personality that is commensurately appropriate for Wellesley Country Club culture and will invest in staff and member relationships in a genuine and meaningful way.
- Is a proven leader who can manage their time and establish and manage priorities.
- Has a verifiable track record of successfully leading and growing a dynamic program and departmental operation including building revenues, controlling costs, and meeting or exceeding planned and budgeted bottom-line goals and objectives.
- Believes relationships are of great importance and is successful at finding solutions for all sides.
- Is a person who can motivate, develop, and share credit with their staff.

- Has a positive attitude; is professional in nature with a high degree of integrity; has a strong work ethic, and can handle a fast-paced, high-energy environment among membership and staff.
- Has an intuitive style resulting in a sincere and visibly engaged presence with members, guests, and staff, be truly engaging when interacting with people.
- Has a fundamental understanding of what constitutes a highest-end club and the proven ability to execute to that level.
- A professional career track record in related fields; stability, and experience in high-volume, highly respected clubs, resorts, or hotels.
- Sufficient financial acumen and demonstrates the ability to lead in the budgeting process.
- 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 communications skills. Comfortable speaking in front of a wide variety of groups including staff and board committees.
- Polished communication skills among Members and guests, as well as visibility among Members and guests. These are incredibly important attributes of the incoming AGM.

EDUCATION

- A college degree is desirable, but not required, with a major in Hospitality, Finance, and/or Business Management.

CLUB COVID REQUIREMENTS

The club does not require staff to be fully vaccinated as a provision of employment.

SALARY AND BENEFITS

Salary is open and commensurate with qualifications and experience. 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. 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 Wellesley Country Club / Brian Lynch, GM/COO 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 WCC and the Wellesley 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 May 31, 2022. Candidate selections will occur mid-June with first interviews expected in late-June 2022 and second interviews a short time later. The new candidate should assume his/her role in no later than August 1, 2022.

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

“Last Name, First Name - Resume” &

“Last Name, First Name - Cover Letter – Wellesley Country 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

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