

# KOPPLIN KUEBLER & WALLACE

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## **ASSISTANT GENERAL MANAGER PROFILE: ROUND HILL CLUB GREENWICH, CT**

### **THE ASSISTANT GENERAL MANAGER OPPORTUNITY AT ROUND HILL CLUB**

The opportunity at Round Hill Club, one of the northeast's premier private clubs, is an exceptional one! Not only does the Club enjoy a position of significance in the community, but it also has a wide array of amenities, and it enjoys a history of stability and tenure amongst its management team, membership and governance.

The Club is looking for a best-in-class proven Assistant General Manager (AGM) who will help the club meet their objectives. The ideal candidate will have a strong food and beverage and operations background. Has the ability to communicate effectively with members and staff and MUST be approachable. Due to the traditional nature of the Club, a qualified candidate will be a polished leader that is detailed oriented and comfortable making operational decisions. This is also a great opportunity for those that enjoy mentorship and support growth and development with members of their team.

### **ROUND HILL CLUB**

The Round Hill Club (RHC) is a premier, traditional, family-oriented private Club located in the community of Greenwich, Connecticut, approximately 30 miles northeast of downtown Manhattan. The Club was established in 1922 and has consistently earned the distinction of being a Platinum Club of America. Members of this exceptional family Club are all residents of this community and cherish the unique atmosphere and intimate culture that serves to solidify Round Hill as one of the finest private club experiences available. Members have invested substantially in the facilities over the past decades and the club enjoys a full and stable membership.

Round Hill Club is rich in tradition with a distinct culture of mutual respect and care with management and staff. Appreciating Round Hill's history strengthens the commitment all Members make toward preserving the character and community-centric values of the Club.

The Club offers members the time, the place, the people, and the services to enrich and reward their lives in a setting all its own. It is a woven tapestry of family, community, history, and elegance that is both the legacy and promise of Round Hill Club.

Member families enjoy a variety of amenities including a Walter Travis design golf course, short and long-game practice facilities, a newly constructed pool facility with a seasonal dining venue, six outdoor Har-Tru tennis courts, 4 pickleball courts, and 1 hard tennis court that can accommodate 4 more pickleball courts if needed and pro shop, two indoor tennis courts, singles and doubles squash facilities and a 2,500 square foot fitness center, which includes personal training and massage therapy. The Club also offers a winter shooting program and has four platform tennis courts with a warming hut.

Comprehensive youth and adult activities are offered in golf, squash, tennis, platform tennis, shooting and swimming. The Club's vibrant social and activities schedule features traditional and special events throughout the year. The Club is completely member focused and they do not entertain outside business. They also provide on-site staff housing for up to 54 employees.

### **ROUND HILL CLUB BY THE NUMBERS:**

- Approximately 15,000 Annual rounds of golf
- Initiation Fee \$105,000
- Annual dues \$16,883
- Minimum charges: \$2,000/annual plus \$180/monthly Capital Charge

- Approximately 650 Members, all categories
- Approximately \$13.0M Gross volume
- Approximately \$8.5M Annual dues volume
- Approximately \$2.8M F&B volume, 51% a la carte / 21% member functions / 19% private parties / 9% snack bar
- Approximately 101 Full-Time Employees; 70 seasonal
- 20 Board Members plus 2 Junior Representatives serving four-year terms
- 59 - Average age of members
- POS and Accounting are both JONAS systems

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

- Reports to the General Manager
- AGM will have direct responsibility for Human Resources

#### **INITIAL PRIORITIES**

- Develop or strengthen Club operational standards, processes, procedures, and ongoing training.
- Review and enhance or create Club operations dashboards for improved oversight and KPI development, as well as accountability and commitment scorecards.
- Creating strong internal and external partner relationships to understand and memorialize strategies and contributors to Round Hill's success.
- Review and development of enhancements to member communication strategies including mobile apps, social media monitoring, website relevancy, as well as developing an internal staff communications strategy.
- Collaboratively run all department meetings along with GM and Controller.
- Would be an active participant and lead discussions with the House, Entertainment, and Clubhouse Committees.
- Would hold weekly Department meetings and communicate on a regular basis with direct reports within the Clubhouse.

The Assistant General Manager role at Round Hill Golf Club is intended to leverage the GM and the Club to better prepare for and manage its future by enhancing several already high-performing areas within the operation. Key to a successful outcome for the selected candidate is to lead a cross-functional review of the Round Hill business model to ensure fiscal responsibility in all areas of Club operations. Moreover, memorializing internal and external relationships supporting the Club's success, and establishing strong protocols in all departments within the organizational structure are key deliverables in year one.

The new AGM is expected to be the embodiment of an "exceptional member-centric experience" and will lead the management team, many of whom have many years of tenure at the Club, be representative of modern management 'metric-oriented' practices, and will promote positive, engaging, and highly competent service culture in all operations.

He/she is expected to be an interactive "thought partner" with the General Manager, working closely with him as they collectively make decisions and set strategic direction for the long-term well-being of the membership. Like many clubs, RHC has a number of new, younger members with families and the balance of tradition with relevance to today's member needs and expectations is a critical success factor. Supporting and effectively working with a large number of volunteer leaders, who are an important part of RHC's long history and success, is a necessary and important skill set.

Amongst many key priorities, is helping to instill a high-performance culture throughout the Club, working closely with other senior team members and the GM, the AGM will need to be a highly collaborative, engaged, and supportive team player who appreciates the history of the Club and team, and has an appropriate, respectful, and diplomatic style to garner support and positive engagement. Additionally important, is an analytic 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.

To be successful, the Assistant General Manager will:

- 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.

- Involve associates in the decision-making process of how ‘work gets done’ and help to further an already desirable and rewarding work environment.
- Have 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.
- Maintain Club master calendar and coordinate intra-departmental events.
- Schedule, plan, and execute all private parties, member functions and food and beverage needs for sporting department events.
- Have strong administrative skills and proven ability to recognize and articulate the needs of RHC to maintain a healthy financial position through analytical rigor and data accumulation for enhanced decision-making.
- Be adroit at developing relationships, being a respectful and diplomatic, but candid “thought partner” with the GM and appropriate Board and Committee members.
- Leverage technology for more cost-effective business execution outcomes and standardization of administrative processes.

### **CANDIDATE QUALIFICATIONS**

- Strong interpersonal and communication skills, both written and verbal, with the proven ability to make effective presentations of information and recommendations.
- Possess demonstrated experience with delivering technology-enabled solutions to improve everyday business/administrative outcomes.
- 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.
- Possessive of solid and verifiable success in F & B operations, including the proven ability to inspire, train, and set standards; is creative and innovative, and generally regarded as having overseen a top-tier F & B operation.
- Visibility to the membership and staff is second nature
- Must have strong computer skills including, but not limited to Microsoft Word, Excel, PowerPoint, Outlook, and Jonas Club software.
- Ability and history to function as the administrative link between departments.
- History of monitoring and understanding internal cost control procedures, along with the ability to design and execute enhancement as recognized and necessary.
- 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.
- The ability to provide leadership and direction to long-tenured department heads and employees is of utmost importance
- A history of recruiting the best talent, mentoring them as they develop their skills and cultivating their internal career progression.
- Especially strong financial acumen, budgeting, and presentation skills, along with an intuitive “ROI” mindset, being able to effectively communicate the vision behind the numbers.
- Especially strong overall communication skills in both verbal and written form, as well as in listening. Further to this attribute is the ability to communicate in multiple media forms, and to recognize when and how such communication is most effective and presented.
- A verifiable commitment to ongoing professional development for the GM, department managers and key staff and a clear understanding of both trends and benchmarks in the club industry, and a strong professional “network.”
- Capital improvement experience will be beneficial.
- A true appreciation of golf, its history, and how to deliver an exceptional “experience” to members and guests.
- A verifiable history of success in working in a volunteer, member-owned organization, appreciating the need to gain consensus and “buy in” to well-conceived, majority interest objectives benefitting the long-term well-being of the organization. Having proven and demonstrable success in a strong committee culture is necessary.

- Strong and polished personal presence with an intuitive desire to meet, interact with, and build strong relations amongst all constituents.
- Fundamental nature of calmness and strength, as well as tactfulness and diplomacy.
- A proven history of challenging the 'status quo' without alienating various constituencies affected by change management efforts.

To perform this job successfully, an individual must be able to perform each essential duty. The requirements listed above are representative of the knowledge, skill, and abilities required. Reasonable accommodations may be made to enable individuals with disabilities to perform essential functions.

#### **EDUCATIONAL AND CERTIFICATION EXPECTATIONS**

A Bachelor's degree in Hospitality Management or related fields is helpful but not required, along with several years of increasingly more responsible experience in a quality service level hospitality focused operation, or an equivalent combination of related education and experience.

#### **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 befitting a club the stature and significance of Round Hill Club. The club, along with the typical CMAA benefits, offers an excellent bonus and benefits 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 in your LinkedIn Profile.

***Preparing a thoughtful letter of interest addressed to William Duthe, General Manager*** 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 Round Hill Club and the Greenwich 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 February 7, 2023. Candidate selections will occur in late- February with first Interviews expected at the beginning of March 2023 and second interviews a short time later. The new candidate should assume his/her role no later than April 15, 2023***

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

"Last Name, First Name - Resume"

"Last Name, First Name - Cover Letter - Round Hill 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 Patty Sprankle: [patty@kkandw.com](mailto:patty@kkandw.com)

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

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