

# Position- General Manager Inwood Country Club 50 Peppe Drive, Inwood, NY

Inwood Country Club & Beach Club (ICC) is a private member owned club located on the South Shore of Long Island (20 miles from NYC). ICC was established in 1901. We now seek a General Manager to provide visible and hands-on leadership to guide the Club forward. With 280 family memberships, the Club enjoys a diverse membership from NYC, Brooklyn, and Long Island. With a significant influx of new members over the past few years ICC is positioned for a major growth opportunity.

The Club features an 18-hole golf course, golf practice facilities, 10 har-tru tennis courts, and a Beach Club directly on the Atlantic Ocean in Atlantic Beach. Our Beach Club is 10 minutes away from our clubhouse.

Annual gross revenues are \$6.7 million.

**RESPONSIBILITIES** The General Manager (GM) will serve as Chief Operating Officer of the Club managing all aspects of the operation. He or she will be hired by the Board of Governors and report to the President and the Board of Governors. He or she will be responsible for carrying out the Board's policies and held accountable for all areas of the Club and must ensure the synergism of all Club activities. The GM will be the Board's bridge to the staff and will report back on the effectiveness of policies, operations and programming.

The GM will work with the Board of Governors, Club Committees, and staff to develop and implement business operating plans to ensure that ICC achieves measurable goals for member and guest satisfaction, member enrollment and retention, and revenue growth while achieving budgetary expectations as well as building the Club's outside event revenue. The ability to manage within budgetary restraints while developing and implementing programs to increase outside revenues is paramount.

Superior people skills, especially in dealing with Club members, guests, staff, community representatives, and suppliers is required. Demonstrated skills in recruiting and training high quality seasonal staff are critical.

The position requires a personable, hands-on and innovative leader, open and flexible to change. Presenting new ideas and concepts and working with the Board to shape the Club's future and improve member satisfaction will be an important measure of success. Visibility and a positive attitude is critical as the GM will be expected to actively interact and engage with the membership and their guests on a daily basis.

The GM will develop operating policies and procedures and direct the work of all department managers. The GM will secure and protect the Club's assets, including facilities and equipment.

The GM will be responsible for the management of service in the manner most pleasing to members and

their guests while assuring the highest standard of appearance, hospitality and service. The GM will supervise and be responsible for training of the staff.

An eye for detail in the service and housekeeping areas is critical.

About the Ideal Candidate: Ideal candidates will have private club management experience from well-regarded, full service country clubs of similar scale and culture. Critical to possess is a successful track record in leading, motivating and holding a team accountable to consistent and excellent service and operations. Particular strengths in shaping dining programming and offerings, as well as financial management are very important. The General Manager will enjoy being forward facing and engaging with the membership on a daily basis, building club appropriate relationships, as well as regularly meeting with department heads and interfacing with a humanistic and approachable management style. Assistant General Managers or equivalent, coming from excellent, larger clubs will absolutely be considered.

COMPENSATION: ICC will offer an attractive and competitive compensation and benefits package to include: • A base salary and bonus potential. • Professional dues and education expenses with emphasis on continuing education. • Benefits including medical and life insurance

Education: A college degree is highly preferred. Training in Hospitality would be beneficial.

A minimum of five years of leadership experience in a Country Club or similar environment with responsibilities that include all facets of Club management; Experience managing budgets that are equally balanced to enhance growth and maintain proper cost controls; Substantive background working with the Board of Governors and all major Committees on strategies, plans, events and special projects; Equal adeptness at Administrative functions, overseeing all sports, dining and social events, and managing capital and other special projects; Experience managing a multi-facility/property club is beneficial.

Please send cover letter and resume to: [generalmanager@inwoodcc.org](mailto:generalmanager@inwoodcc.org)  
No phone calls please.