

GENERAL MANAGER PROFILE: THE COUNTRY CLUB OF SCRANTON CLARKS SUMMIT, PA

THE GENERAL MANAGER OPPORTUNITY AT THE COUNTRY CLUB OF SCRANTON

An amazing opportunity exists for candidates with a successful track-record of leadership and high quality operations management at family centric club operations or high-end establishments in the hospitality industry. We are conducting the General Manager search for The Country Club of Scranton and are in search of a General Manager who will elevate the club from good to great and demonstrate a management/leadership style that promotes a culture with an emphasis on new member recruitment, team development, organizational consistency, process and procedure development, and financial management skills while maintaining the highest levels of service for all club services and ensuring high levels of member satisfaction and retention.

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

THE COUNTRY CLUB OF SCRANTON

Since 1896, The Country Club of Scranton has upheld the standards of excellence in both Golf and Dining in the Northeastern Pennsylvania region. Located in Clarks Summit, the clubhouse is perched atop a picturesque hill, overlooking the endless greens of the 27-Hole championship Golf Course. The Country Club of Scranton is an exclusive member-owned Golf, Swimming, and Social/Dining Club. Deeply rooted in tradition and family values, the Club is the ideal location for the golf enthusiast or socialite.

The Country Club of Scranton is host to an original 18-hole course designed by the famous Golf Course Architect Walter Travis in 1927. The "New Nine," as it was named, was designed by Dr. Michael Hurdzan in 1988 and, like the original course, is best known for its large undulating greens. The three nines, appropriately named the Pines, Willows and Falls, combine to make three eighteen-hole courses, the Old, North, and South. The facility also includes a large multi-tiered putting green, a practice range with target greens, and a pitching and chipping area.

The Country Club of Scranton has been host to many State and Local Championships including: Pennsylvania State Open Championship (1933 and 1992), Pennsylvania Amateur Championship (1997, 2003 and 2015), Pennsylvania State Women's Golf Association Championship in 1999, Art Wall Jr. Memorial Championship in 2009, Pennsylvania Four Ball Championship in 2011, Pennsylvania Senior Am Championship in 2013, and The R. Jay Sigel Match Play Championship in 2017. It has also been ranked in *Golf Week's* "Top 100 Classical Courses in 2013, 2016, and 2017" and "Top 100 Golf Courses of the USA 2018."

The 4500 square-foot pool at The Country Club of Scranton has a variety of water features and a large inlet to accommodate children. The Pool complex also contains a fifty-foot twisted water slide, and an Oasis Pool Bar.

The Country Club of Scranton offers a variety of dining options to members including the Grand ballroom, Grill Room Restaurant, Patio, Men's Locker Room, newly constructed Ladies Locker Room, and various alternative venue options for banquet events.

A history extending beyond a century, The Country Club of Scranton elegantly serves combining contemporary and classic methods to honor tradition, and yet remains current.

MISSION STATEMENT

The Country Club of Scranton is a private club for the exclusive use of its members and their guests. It is a club that is rich in traditions and family oriented in its values. It is a country club in the true sense of its name in that it is a golf club, a social and dining club, and a swimming club. The Club's goal is to pursue and preserve excellence in all of these interests.

COUNTRY CLUB OF SCRANTON BY THE NUMBERS:

- 624 members
- \$6,700 Annual dues
- 24,606 Rounds of golf annually
- \$5.1M Gross volume
- \$2.1M Annual dues volume
- \$1.7M F&B volume
- \$2.3M Gross payroll
- 100 Employees in-season; 45 off-season
- 11 Board members, 3 year terms
- 57 Average age of members

THE COUNTRY CLUB OF SCRANTON WEBSITE: www.ccscranton.com

GENERAL MANAGER JOB DESCRIPTION – POSITION OVERVIEW

The Country Club of Scranton (CCS) has gone through a continued shift demographically over the past several years, with the trend toward younger families certainly part of that evolution. Consequently, the continued focus on family programming and activities is a critically important element for the new General Manager (GM), as is continuing the already strong support and programming for golf. The aquatics sports and other recreational activities have received great benefit from new or added professionals overseeing these areas and membership recruitment is strong (but something that will be a constant importance always).

As part of the Club's evolution, in which traditions continue to be celebrated but with slight innovations and added relevance to updated expectations, thoughtful emphasis has been given to the strategic positioning of CCS for long term continued success and sustainability. Part of the focus has been to updating the business methodology upon which the Club is led and managed, overlaying more commonly used business principles to evaluate operations and to drive decision-making. Tools such as balanced scorecards, goal targeted dashboards and stronger overall reliance on thoughtful metrics to spot or anticipate trending, both positive and negative, much earlier than traditionally done is an important element of success in the future.

Concurrently, the Club and its new GM will need to be true "thought partners" and be consistently challenging conventional club and non-profit organizational thinking and practice. This is truly a role for a GM leader with contemporary ideas, strong 'best practices' thinking coupled with execution ability, and who wants to be part of enhancing a supportive, "co-creative," Board and staff "partnering" environment.

There are several well-regarded, key senior staff in position and in most operating areas; CCS is functioning at a high level. Well-defined abilities to set forth and sustain focus on clearly defined goals and objectives, both within and across all operating departments, are a critical success factor for the incoming GM.

All department heads report directly to the GM. There will be a number of senior staff under his/her supervision; he/she will be responsible for operations, financial planning/budgetary authority and will report directly to the President and Board of Directors of CCS.

KEY INITIAL PRIORITIES

- Listen to staff and members in order to develop a thorough understanding of the Club, its culture and the overall Scranton community. Understand before making changes, but at the same time be “patiently impatient” on improvement/enhancement implementation.
- Develop, communicate and gain Board support for a continuous improvement plan, complete with necessary goals, objectives and measures that are realistic and achievable. The goal is to build a high performance, accountability driven, service oriented team consistent throughout each operating department of CCS. Ultimately, CCS should be recognized as a “preferred employer” in the greater Poconos employment market.
- Get to know as many members as possible, as soon as possible, and working with the Membership Committee further develop and refine a reasonable and consistent membership recruitment plan.
- Be present and positively approachable where needed to develop strong member and staff trust and confidence.
- After sixty days, prepare a ‘state of the club’ report that thoughtfully analyzes each key operational element of CCS, and offers clear recommendations for enhancement.
- Ensure that the financial and business plans of the Club are reasonable, understood and achievable, offering alternatives and reasoning if changes are recommended.

CANDIDATE QUALIFICATIONS

- 5 - 7 years of progressive management experience in a similar, private, member-owned premier club is desired. Additionally preferred are candidates who have consistently upward tracking leadership experience in a contemporary business model club or similar hospitality operation, known for high service standards, are ideal. *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.*
- A verifiable record of working closely and successfully with member-owned club boards and active committees.
- Ability to assess, implement, and sustain a culture of quality service, and a verifiable history of doing so, as well as being proactive in both identifying and addressing issues of need or enhancement, or self-confident in offering solution options to the Board.
- Knowledgeable in “best practices” in top performing and high member satisfaction clubs.
- Strong general management and leadership skills with verifiable strengths in financial performance, communication, recreational amenities, innovative programming and people skills. Especially strong credentials are preferred in quality food and beverage operations are exceptional member/guest service relations are critical.
- Verifiable ability to attract, hire, develop and lead a high performing team of professionals and support staff, while setting and maintaining standards of performance, implementing sustainable training protocols, and building a culture of ongoing accountability. One who intuitively creates collaborative work environments with both staff and members.
- Proven and verifiable leadership qualities with demonstrated ability to direct, coordinate and control all facets of a unique and diverse club environment comprised of varying member demographics and diverse wants and needs.
- Must be aware of critical benchmarking and financial metrics to be regularly measured against goals and objectives.
- Exceptionally strong communication and facilitation skills, both written and verbal, with the desire and ability to interact effectively before diverse member constituencies.
- Is decisive, visionary, committed, energized and passionate about the role and CCS in particular.
- Is capable of a high degree of self-motivation, resourcefulness and diplomacy.
- Who sets the ‘tone at the top’ with instinctive assertive hospitality, motivating those around him/her to perform in a similar manner.

- Having outstanding “change management” skills and previous experience in transitional business modeling development and execution is highly desirable. Similarly, having a skillful approach to conflict management and resolution is ideal.

EDUCATIONAL AND CERTIFICATION QUALIFICATIONS

Candidates with a Bachelor’s Degree in Business Administration, Finance, Human Resources, or Hospitality Management and with the CCM designation are preferred, but these are not absolute requirements.

SALARY & 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.

Your letter should be addressed to James Tressler, President, The Country Club of Scranton. Clearly articulate why you want to be considered for this position at this stage of your career and why CCS and the Scranton area will likely be a “fit” to you, your family and the Club if selected.

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

“Last Name, First Name Resume”

“Last Name, First Name Cover Letter”

(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.

For directions on how to upload your resume and cover letter, [visit this page](#).

If you have any questions, please email Holly Weiss: holly@kkandw.com

[Click here](#) to upload your resume and cover letter.

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