

Candidate Profile

General Manager

Gipsy Trail Club | <http://www.gipsytrailclub.com>

Carmel Hamlet, NY



Organization

Gipsy Trail Club is a membership community founded in 1928 that cooperatively owns 1,000 acres of wooded lands slightly more than one hour north of New York City. The Club's members are enthusiastic participants in the varied activities and pastimes offered by the Club's facilities and rural environment. The membership takes a keen interest in the preservation and development of the Club's unique environment, heritage and spirit. The sense of community among the membership is strong, and the club culture supports multi-generational camaraderie and friendship.

The Club has facilities for tennis, paddle, trap shooting, sailing, swimming, fishing, hiking and horseback riding. It also offers seasonal sports like ice skating and cross-country skiing. There are two ponds on Club property and many miles of trails through the Club's woods which also abut city and state preserves. Gipsy Trail Club maintains a clubhouse with dining room, bar and lounge, as well as an outdoor deck which is a focal point of the community year around. The Club has an office, small lodge for use by members' guests, children's camp and maintenance buildings. Currently, there are 87 resident family homes on Club grounds which are approximately one-acre sites. Dining is available every Friday and Saturday evening throughout the year, as well as Wednesdays and Thursdays during the summer season. All but one of the facilities has been renovated or completely rebuilt in the last 10 years.

The Club is fortunate to have a membership that has worked to support a legacy that has now passed through many generations. The membership embraces the vision of the forebears to maintain a secluded sanctuary with proximity to New York City. The members of the Gipsy Trail Club are dedicated to the enjoyment of the natural world and the stewardship of the habitats that the Club has chosen to protect and preserve. Members serve on the Club's 12-person Board of Governors with rotating three-year terms. There is an active committee structure that plans and works in partnership with the General Manager and staff on everything from club social events and dining, to tennis, legal, personnel and membership.

The Gipsy Trail Club has just embarked on a strategic plan to ensure member relevancy for generations and to shape a long-term capital investment strategy.

About the Position

The individual who will assume the role of the General Manager is one who has demonstrated experience in developing a vision and strategic plan for the community and working in conjunction with members and staff to realize that plan over a multiyear time horizon. The individual is both a strategic thinker who uses data and examples to push the communities' thinking while being an exceptional implementer of the plan and possessing an aptitude for operational excellence. The Club seeks a General Manager who can manage change while delivering strong operating results and member satisfaction.

The General Manager is responsible for the day-to-day operation of the Club and its facilities, programs and service offerings. The General Manager reports to the President of the Board of Governors and is an ex officio member of the Board of Governors that meets monthly to review strategic and major operational issues.

The General Manager is the face of the club for current and prospective members. He/She plays a key role in conveying and supporting the values of the community with members and staff. The GM also ensures the adherence to the Club rules and bylaws. The GM promotes and instills a strong service orientation among the

staff, supporting an environment where members and staff work together on programming and events to ensure membership satisfaction and growth of service offerings.

The General Manager is a strong people manager and oversees exceptional programming, dining service and facilities management. The General Manager is responsible and accountable for the Club's budget development and financial oversight. He/She works closely with all the committees of the Club, providing guidance on how their work fits with the overall direction and plans of the Club, the bylaws and committee responsibilities. The General Manager also oversees exceptional maintenance of the buildings and grounds through the maintenance team. Additionally, the General Manager advises on the medium and long-term plans for the Club's infrastructure and coordinates execution of capital and operational projects. Finally, the General Manager represents Gipsy Trail to local municipalities and governmental agencies and develops and maintains relationships that support the Gipsy Trail community.

In short, the General Manager is the integrator of activities, services and policies across and through the Club's membership, staff and larger community in which it exists.

Duties and Responsibilities

Club Management

- As the General Manager, be the face of the Club, taking responsibility for ensuring that prospective and current members understand the club ethos, feel welcomed, and understand how services are provided to the community. Similarly, represent the Gipsy Trail Club in the larger community, as a good neighbor to the town and county.
- Ensure that strategic goals and operating objectives – developed in conjunction with the Board – are defined, communicated and understood by staff and membership, and implemented and evaluated on a regular basis.
- Take responsibility for the care, maintenance and upkeep of the grounds, ponds, and facilities, ensuring that an ongoing maintenance program is actively managed for the short and long term.
- Actively engage in the recruitment, hiring and development of all personnel. This includes developing and building a team of employees who support one another in delivering services and programs and are focused on providing excellent service to members through ownership and initiative of their areas of expertise.
- Ensure safety for the membership and employees, as well as proper cleanliness and sanitation of all Club facilities.
- Ensure the Club operates in accordance with applicable local, state and federal laws and maintain relationships with local police, fire and governmental agencies.
- Manage all HR functions including goal setting, performance appraisals, regular progress reviews, and payroll and benefits details. Additionally, manage and negotiate all Club insurance needs, including liability and employee health insurance plans.
- Oversee direct reports that include controller, office manager, maintenance manager, stable manager, tennis professional, executive chef, dining room manager and children's activity/waterfront director.

Financial and Compliance Management

- Prepare in conjunction with the controller and department managers annual operating and capital budgets. Hold department heads accountable for their budgets and working within operational guidelines. Prepare the annual audit.
- Ensure accurate and timely reporting of financial performance to the Board of Governors and the department managers with an emphasis on meeting budgeted goals.
- Oversee the implementation and maintenance of all systems hardware, software and network programs, ensuring accurate and timely reporting and communication.

Member Development and Communication

- Actively communicate with the various constituencies, the board, staff, committee chairs, community liaisons and members at large to ensure an appropriate level of awareness according to need.
- Facilitate a regular member feedback process and leverage results to drive continuous

- improvement.
- Create and recommend new programs, initiatives and marketing/sales programs to generate new membership and to retain existing members.
- Develop and administer an evolving business marketing plan in conjunction with the Membership Committee to help retain and grow the membership. Additionally, support the showing and sales of Club homes.

Dining Service and Guest Lodging

- Oversee the food and beverage operations, ensuring that they produce simple, quality dining service at the three established venues. Such service should meet member dining expectations while being managed in a cost-effective way.
- Ensure that there are events that integrate dining with the many Club activities planned each month.
- Establish and maintain explicit standards for all aspects of the guest room experience, including arrival procedures, housekeeping, guest room amenity standards and staff training.

Capital Project Management

- Provide oversight and support for all capital projects including construction, restoration and maintenance. Includes contractor oversight.
- Act as the focal point for communication on all capital projects. Additionally, provide advice and recommendations to the President and appropriate committees regarding construction, maintenance, materials, supplies, equipment and services as they relate to approved plans or budgets.

Requirements

The General Manager will have a proven background as a leader and manager of people; a demonstrated track record of effectively managing club operations and overseeing diverse groups of people; managing capital projects; and effective relationship building and partnering with the club's Board of Directors. While strategic in orientation, the general manager must be comfortable rolling up his/her sleeves to get things done. The individual will be able to readily embrace our culture and share our love for the land and community preservation. The individual must be willing to commit a minimum tenure of five years with ten being preferable.

Targeted Experience:

- A minimum of five years as a General Manager or Assistant General Manager in a club, resort or organization that has similar complexity to club management is preferred. Candidates will have a working knowledge of all facets of private club operations with a strong emphasis on:
 - Staff leadership, development and team building
 - Collaborative committee management
 - Financial management / facility management / vision and strategic planning
 - Food and beverage and member event management/programming
 - Member service, retention and growth
- A bachelors degree required. Advanced degree desirable.
- Comfort with technology
- Impeccable and verifiable references. All candidates will be subject to a thorough background review.

Competencies and Personal Traits

- High emotional intelligence quotient
- Comfortable navigating nuanced issues and communications
- Demonstrated relationship and conflict management skills
- Strong written and oral communication skills, with the ability to listen to the appropriate audience

Competitive Compensation and Benefits

- A base salary and bonus.
- Standard benefits which include vacation/personal time, health insurance and participation in the club's 401(k) plan.
- Professional dues and expenses subject to the annual budget.

A full background check and drug testing will be conducted. Professionals who meet or exceed the established criteria are encouraged to contact:

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