

Candidate Profile

Clubhouse Manager
Knickerbocker Country Club
Tenafly, NJ 07670
www.knickerbocker.cc



Organization

Established in 1914 for residents looking for a tranquil escape from the workweek, Knickerbocker Country Club offers the perfect mix of sports activities, social events, and relaxation for northern New Jersey families. The Club's elegant and historic clubhouse provides spectacular views over a wooded valley that stretches towards the Palisades – and on clear days, even offers a glimpse of the Empire State Building. The Clubhouse terrace overlooks four Har Tru tennis courts and the swimming pool, plus, al fresco diners can watch golfers practicing on the putting green or driving range, from spring through fall. During the winter months, the four platform tennis courts are frequented daily by a hardy group of fleece-clad players. Food service is offered approximately 10 months throughout the year, providing a wide array of delicious cuisine, served with precision by the dedicated and attentive dining staff. Knickerbocker has it all and is truly the place to be.

Knickerbocker prides itself on providing a golf experience like no other. Established in 1914, the original brainchild of Donald Ross – one of the most well-respected golf course architects in the history of the game – with subsequent input from Herbert Strong. The golf course was re-envisioned in 2007/08 by Ron Forse, a modern traditionalist who worked in complete harmony with the original design to ensure the needs of the most discriminating golfer.

Today, the course provides a wonderful blend of challenges for golfers of all levels, offering a mix of short challenging holes with undulating greens, and expansive holes with larger green complexes for long-range shots. With every turn throughout the course, you can feel Donald Ross's expertise – from each tee to every impeccably-designed green.

The golf course is consistently rated in the Top 200 Classic Golf Courses in America (opened before 1960) and ranked #169 in the 2019 *GOLF WEEK Best Classic Courses* listing. Our latest addition is the new practice area, complete with a state-of-the-art driving range and short-game development area.

Knickerbocker Country Club (KCC) has four Har Tru tennis courts located near the driving range in its secluded tennis area which includes a fully stocked Tennis Pro Shop for all your equipment and apparel needs as well as shaded and sunny lounges for socializing and watching play. The courts are kept in excellent condition and are regularly maintained to ensure top performance. Paddle, the second most popular sport at the Club, is considered by many to be the most social of all country club sports. At Knickerbocker, you'll find a multitude of socially-driven ladies', men's, and mixed events, including themed parties. In addition, our Program offers private and group lessons, clinics, Pro-Am and Member-Guest events, as well as open play.

The Club is a great place to entertain and socialize throughout the year. The friendly and personal service has earned an outstanding reputation for providing its members and their guests with exceptional cuisine and dining services. Built in 2016, the Pavilion offers a full bar and contemporary restaurant setting for lunch and dinner with lounge seating, bar tables, and regular dining tables for a casual, yet sophisticated feel during the warmer months. The Pavilion provides the perfect venue for a shower, family brunch, networking event, business meeting, milestone celebration, or private cocktail parties. The Main Clubhouse is traditionally restored and maintained with respect to the original architecture and features a delightful patio overlooking the magnificent rolling greens of Knickerbocker. The Knickerbocker Clubhouse provides the utmost elegance and divine cuisine,

for memorable dining experiences.

The Club is comprised of 660 families. The initiation fee is \$50,000 plus a refundable bond. Gross Dollar Volume at the Club is approximately \$7.5 million. Dues volume is approximately 2.8 million and Food and Beverage Volume is about \$2 million and expected to grow. The average of the membership is in their early 60's. The Club is working on a Master Plan/Long Range Facility and Golf Course Plan which may include updating or replacing the entire main clubhouse. There are 12 Board of Trustees with 16 committees: Executive, Finance, Membership, Communications, Long Range Planning, Buildings & Grounds, House Committee, Greens Committee, Racquets Committee, Camp, Pool & Swim, Golf, Women's 18-Hole Golf, Assisting, Rules, and Mixed Golf.

Please click below for a short video.

<https://youtu.be/0WP-8nF24JU>

Position Overview

The successful Clubhouse Manager at Knickerbocker Country Club will need to be a visible, hands-on, and accessible leader to both the members and staff alike. The Clubhouse Manager will guide all Clubhouse and Pavilion operations with a focus on delivering exceptional member services in support of the priorities established by the General Manager. This position requires a high degree of grace, visibility, and a strong eye for personalized service, which is critical for all team members to emulate. The Clubhouse Manager should sincerely engage with members and their guests.

The Clubhouse Manager duties include but are not limited to:

- A passion to deliver Platinum Level services and events to the membership.
- A full understanding of Clubhouse operations with a proven reputation for Food and Beverage excellence.
- The ability to recruit and develop a stable seasonal team.
- Executing the established vision adopted by the General Manager and Board and improving the member experience on an ongoing basis.
- Providing proactive, high-quality leadership and a positive image for Knickerbocker Country Club.
- Coordinating with the department heads of the tennis, golf, and camp to optimize the member experience across all events.
- The development and execution of all standards and operating policies, which will be the foundation of a true service culture. The Club believes that great service is in paying attention to the small details.
- The ability to establish and maintain effective working relationships with all staff.
- Recruiting and hiring staff, including seasonal staff, to support the ongoing operations of Knickerbocker Country Club.
- Overseeing the clubhouse staffing and scheduling. Enforcing service standards, housekeeping standards, dress codes, and evaluating house personnel.
- Providing hands-on, visible presence, and operational leadership throughout all Club departments.
- Assists members and clients to arrange private events including, golf outings, weddings, bar and bat mitzvahs, dinners, lunches, corporate events. Obtains all pertinent operational information needed for guest planning including menus, entertainment, theme, decorations, set-up, etc.
- Develops detailed plans for each event about arrival; set-up, execution, décor, entertainment, and departure details. Coordinates the plan with all relevant departments to ensure proper service delivery and maintenance of the Club's service standards.
- Initiating directly and through department managers the emphasis of a member-first service culture that ensures, tradition, member patronage and maximizes the use of the Club's facilities.

Attributes and Responsibilities

- An outgoing and friendly personality with a high potential to identify with and embrace the Club's unique culture and traditions.

- Leadership skills with the ability to motivate a seasonal staff with a commitment to quality and excellence.
- Highly energetic; a self-starter with a hands-on approach to management.
- Excellent communication skills at all levels.
- A strong sense of service with proven staff development and training skills.
- The ability to function in a committee-oriented environment; to respond to the ideas and energies of the Club's Standing Committees. The ability to deal with a variety of personalities.
- Remains calm under pressure, executes events smoothly, and resolves conflicts or complaints.
- Possesses a good sense of humor and an ability to have fun.
- Has strong organizational and time management skills; identifying the details necessary to consistently achieve high levels of quality, satisfaction, and outstanding member experiences.
- Has a professional appearance and demeanor and expects the same from his or her staff.
- A hands-on leader who will get things done quietly while engaging with all constituencies, including children.
- Highly motivated professional who is passionate and who enjoys full member engagement.

Requirements

- Bachelors Degree in Hotel/Restaurant Management, business, or a related field and experience that provides the required skills and knowledge.
- Three to five-year minimum experience as an Assistant General Manager, Clubhouse Manager in a similar position at a private club or within a hospitality environment.
- A Certified Club Manager (CCM) designation or working towards would be considered a plus.
- A career path marked with stability and professional achievement.
- A person of exceptional character; motivated, energetic, friendly, and dedicated to the profession.
- A friendly and outgoing personality with strong communication skills and high visibility.
- The professional will be a lifelong learner continuing research and understanding industry trends.
- Excellent verbal and written skills.
- The ability to operate a computer to enter, retrieve or modify data utilizing Microsoft Word, Excel, Outlook, PowerPoint, email, Zoom, internet, and other software programs at a high level of proficiency.
- Impeccable and verifiable references. All candidates will be subject to a thorough background check.

Competitive Compensation & Benefits

- Competitive compensation/salary and an annual performance bonus.
- Medical, life insurance, and paid vacation.
- Professional dues and expenses in accordance with the annual budget.
- Relocation assistance.

To be considered for this outstanding opportunity all cover letters and resumes should be received by December 30, 2021, preferably earlier.

Professionals who meet or exceed the established criteria are encouraged to send a compelling cover letter outlining their qualifications, experience, and why Knickerbocker Country Club and the Northern New Jersey area will be beneficial to you, your family, and your career along with their resume to:

GSI Executive Search
 Manny Gugliuzza, CCM, CCE
 Principal and Search Consultant
mannyg@gsiexecutivesearch.com
 732-618-8665

This position is available sometime in February or early March 2021.