



## Golf Business Advisors

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**Club and Golf Industry Friends:** Golf Business Advisors is assisting **Glens Falls Country Club** in Queensbury, New York in their search for a new General Manager.

Outlined below is an overview of **Glens Falls Country Club** and the General Manager position. Although previous General Manager experience is preferred, they *may* consider candidates who have been in Assistant positions as Clubhouse Managers (or with other similar titles) with excellent experience at top private clubs.

If you know of someone that may have an interest in this position, please forward this information to them and ask them to submit their resume to [golfadvise@widomaker.com](mailto:golfadvise@widomaker.com) by the September 20 deadline.

Thank you for your cooperation and assistance. Jeff

Jeff Fleishman

**Golf Business Advisors**

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## ***Glens Falls Country Club Overview***

The **Glens Falls Country Club** is a premier family-oriented private club located in Queensbury, New York, which is 30 miles north of Saratoga Springs between the Adirondack and Green mountains. The Club was established in 1912 and boasts a signature Donald Ross golf course which has been rated by *Golf Magazine* as one of the “Top 100 Courses in the United States”. Glens Falls also offers tennis, pickleball, platform tennis, a sandy beach and water sports on Round Pond, a number of wintertime sports (including cross country skiing, sledding, ice rink for skating) plus a host of social activities for its membership. The Clubhouse overlooks Round Pond and offers a variety of dining options from more formal to casual. The historic Club has quietly built a reputation for its understated elegance, its breadth of amenities, and its broad appeal to families of all ages in its dedication to promoting an active lifestyle.

**Glens Falls Country Club** is member owned, governed by a Board of Directors and currently has over 450 total Member families. The Club operates with an annual budget of over \$4.5 million.

The Club’s Mission is to provide their Members with excellent, competitive sports facilities, programs in golf, racquets plus fun family focused social activities and excellent dining. All of these will be provided in an atmosphere which values personal attention and the traditions, heritage, and fellowship of Glens Falls Country Club.

The spectacular Donald Ross designed championship golf course opened in 1914 and has garnered outstanding acclaim for its signature Donald Ross features including the strategic bunkering and the variety of rolling green complexes. The course is a par 71 from all five sets of tees, and has a yardage ranging from 4,791 yards from the forward tees up to 6,505 yards from the championship tees. The course hosted the Glens Falls Open on the PGA Tour from 1929 to 1939 with greats such as Sam Snead, Ben Hogan and Ky Laffoon enjoying the challenges of Glens Falls golf.

The historic clubhouse overlooks the golf course and Round Pond and includes a number of dining options ranging from the Main and Fireside dining rooms to the casual Mixed Grille and the outdoor Patio in season, plus a number of special event rooms. The club hosts an average of 20-30 special member events per year and 10-12 outside events.

The Club’s website is [www.glensfallscountryclub.com](http://www.glensfallscountryclub.com).

## ***General Manager Position Overview***

The General Manager for Glens Falls Country Club, while administering the By Laws, policies and rules established by the Board of Directors, will serve as the Chief Operating Officer and is responsible for the management of all aspects of the Club’s day-to-day activities. The General Manager will ensure maximum Member and Guest services and satisfaction, an effective financial operation, maintenance and repair of Club facilities, contribution to the Club’s membership goals, establishment of plans for the implementation of the Club’s long-range plan and the security and protection of the Club’s facilities.

The General Manager reports directly to the Club President, is an advisory member of the Board of Directors and an ex-officio member of all standing committees. Direct reports to the General Manager include the Director of Golf, Golf Course Superintendent, Racquet Sports Manager, Food and Beverage Manager, Executive Chef, Accounting Manager, Director of Membership and Facilities Manager.

The General Manager will oversee and direct the Club's Department Heads and be responsible for the entire Club operation, including the following key areas:

- **Member and Guest Relations** -- provide outstanding service to Members and Guests, including tours of the Club's facilities
- **Food and Beverage** – oversee both a la carte and special events with outstanding food and warm, friendly and efficient service
- **Golf Operations** – oversee the golf operations by working closely with the Director of Golf, including tournaments, programs and tee times
- **Golf Course Maintenance** – oversee the golf course maintenance by working closely with the Superintendent and staff to ensure Member satisfaction as it relates to the look and playability of the course
- **Racquets Operations** – oversee the tennis, pickleball and paddle operations, including court maintenance, court times, programs and tournaments
- **Beach** – oversee the beach, including cleanliness and safety and summer programs
- **Human Resources** – oversee the hiring, training, and terminating of all Club personnel and establish specific personnel policies, hourly wages, compensation and benefit programs, job descriptions, annual performance reviews and personnel procedures
- **Housekeeping** – oversee the daily cleanliness of all areas of the Club
- **Capital Improvement Projects** – oversee any CIP projects in progress and work with the Board on planning for possible future projects
- **Membership Sales and Marketing** – oversee the ongoing Membership sales and marketing activities
- **Club Communications** – oversee the regular Club emails and monthly newsletters and any other Club collateral
- **Budgeting and Accounting** – oversee the development of the annual budgets and daily, weekly and monthly financial reporting, including accounts payable and accounts receivable by working closely with the Accounting Manager and Finance Committee
- **Contracts** – review and approve all Club contracts in accordance with guidelines established by the Board
- **Governance** – uphold and enforce the By Laws, rules, policies and procedures of Glens Falls Country Club
- **Committees** – work closely with each committee (including attending their respective meetings) in order to assist them in their roles with the Club
- **Other** – conduct weekly Department Head staff meetings, conduct regular meetings of all GFCC employees, attend and report at all Board of Directors meetings, attend all committee meetings and represent Glens Falls Country Club in working with the CMAA, USGA, NGCOA, NYPGA, and other club and golf organizations, including speaking to outside groups and any other duties as assigned by the Club President

## ***Additional Information***

Glens Falls Country Club will be embarking on a \$5 to \$10 MM Long Range Capital Project to commence in 2022-2023. This project will incorporate modifications to the existing clubhouse and surrounding facilities. The scope and financial model for this project has yet to be finalized but has strong membership support.

Glen Falls Country Club is seeking a General Manager with excellent private club General Manager experience required or excellent experience as a Clubhouse Manager (or with other similar titles) with a minimum of 10 years of experience working at outstanding private clubs. In addition, the CMAA certification and a college degree are preferred.

The Board is seeking a new General Manager that will manage the day-to-day operations of the Club, be detail oriented, and have a strong understanding of Club finances, excellent communication skills and experience in membership recruitment and retention. The position reports to the President and the Board of **Glens Falls Country Club**. This position is year-round, will manage a staff of approximately 80 people (based on the season) and will begin by approximately November 1, 2021, or before if possible.

The salary and benefits for this position include a salary commensurate with the successful candidate's experience and benefits include health and life insurance, 401K, CMAA dues, paid vacation and a reasonable relocation allowance for moving into the area.

Interested candidates should provide their resume to [golfadvise@widowmaker.com](mailto:golfadvise@widowmaker.com) by the September 20 deadline.