

CANDIDATE PROFILE

General Manager
Montour Heights Country Club
Coraopolis, PA 15108

www.montourheightscc.com



Video Profile Feature

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MONTOUR HEIGHTS
COUNTRY CLUB

Organization

Montour Heights Country Club in Coraopolis, Pennsylvania is located west of Pittsburgh, PA along the Ohio River and to the east of Pittsburgh International Airport. The borough has a steep topography, numerous brick streets, and many large, beautiful old houses. Coraopolis is a suburb of the Pittsburgh Metropolitan area. Pittsburgh is one of the most livable cities in the U.S. Known for its breathtaking rolling hills, the Pittsburgh area has an outstanding, vibrant culture and offers great city-wide amenities to enjoy.

Montour Heights Country Club is an estate with a stunning clubhouse mansion and the only Pete Dye Design Golf Course in western Pennsylvania. Steeped in a tradition of more than one hundred years, Montour Heights Country Club Members and their families remain committed to the legacy established by the Club's founders — a signature golf course, an elegant estate, and familiar, friendly faces from all walks of life.

Outstanding privileges and amenities are just as important as the intangible benefits that come with private club membership – a sense of community, camaraderie, and belonging. The Club offers a variety of country club memberships that give access to some of western Pennsylvania's most outstanding golf and recreational facilities, exceptional dining, and a year-long schedule of events designed to engage and delight every member of the family.

The Club's excellent amenities and programming include:

- A world-class Pete Dye designed an 18-hole championship golf course that stretches 6,632 yards.
- The Sports Complex at Montour Heights Country Club which includes the following:
 - A heated Junior Olympic swimming pool with a diving board and lap lanes.
 - A poolside snack bar with bar service and locker facilities.
 - Poolside Pilates during the summer months and water aerobic classes.
 - Basketball and volleyball courts.
 - Hard-surface tennis courts, with pickleball courts on the future agenda.
 - Youth programs, summer camps, and an excellent calendar of activities.

Montour Heights CC provides its members, families, and their guests with a wide variety of dining and social events serving casual and fine dining in various locations inside and outside of the clubhouse. The Members' Dining Room is one of the most elegant spaces in the entire clubhouse with spectacular views of the golf course. The Lounge is relaxed with floor-to-ceiling windows overlooking the course and the Grand Terrace which has become the most popular outdoor dining venue at the club. Other spectacular dining facilities include the McCune Room, the Dye Suite, the Library, and the Heights Grill which extends outside to dual outdoor brick pizza ovens. There is a spectacular Ballroom for large member events, weddings, and outside banquets.

Montour Heights Country Club's gross dollar volume is \$6M with dues of \$2.3M, and an annual Food and Beverage volume of \$2.6M. On average the Club has 25 weddings per year and 18 golf outings. The Club hosts approximately 21,000 rounds of golf per year. There are currently 547 memberships in all categories and the average age of the Membership is 55 and trending lower.

The current full initiation fee is \$12,000. Full dues are \$8,500. There are nine Board members and eight standing committees which include: Membership, Social, Capital, Handicap, Golf, Finance, House, and Grounds. MHCC has 51 year-round staff members and employs about 100 in peak season. The Club is open 11 months out of the year.

The General Manager's direct reports include the Food and Beverage Director, Accountant, Membership Director, Golf Professional, Golf Course Superintendent, Sports Complex Manager, and Director of Building Maintenance.

[Please control click here for a short video.](#)

Position Overview

The successful General Manager (GM) will need to be a visible, hands-on, and accessible leader to both the Members and staff alike. The GM will guide all operations with a focus on delivering exceptional member services in support of the priorities established by the Board of Directors.

The GM will report to the President of the Board of Directors and have responsibility for all day-to-day operations including coordination of staffing, amenities, and activities across golf, tennis, Sports Complex, and other programs to ensure consistent service delivery. The GM will receive the support of active member committees in each of these primary areas. It will be essential to balance continued innovation in Member services with the preservation of the Club's beloved traditions.

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 GM should sincerely engage with members and their guests. The role requires a strong embrace of community values and enjoyment of a highly desirable community, where activities and relationships both in the Club and outside its confines are often linked.

The General Manager duties include but are not limited to:

- Provides proactive, high-quality leadership and a positive image for the Club and the community, facilities, and amenities to the Membership. Ensure that Members receive premier service and treatment in all activities.
- Coordinates with all department heads to optimize the Member experience across all events. Works with committee chairs to ensure activities are coordinated across the entire Club.
- Develops and executes all standards and operating policies, which will be the foundation of a "member first" service culture. The Club believes that great service is in paying attention to the small details.
- Manages functions as needed and acts as a facilitator for requests from committees and staff. Organize and manage the logistics and member experience at major events.
- Sets the standard for effective management, maintaining a high level of ethics, prudence, creativity, and productivity, and demonstrating a concern for the supervision and development of the staff.
- Establishes and maintains effective working relationships with both seasonal and year-round staff. Recruit and hire staff, including seasonal staff, to support the ongoing operations.
- Coordinates with the Board and direct reports on matters of compensation, recruitment, development, benefits, and performance, including disciplinary and other significant personnel issues.
- Oversees the clubhouse staffing and scheduling. Enforce service standards, housekeeping standards, and dress codes, and evaluate house personnel.
- Collaborates with the business manager, treasurer, and committees to prepare the annual operating and capital, budgets and monthly forecasts.
- Directs the writing and distribution of the Club newsletter.
- Keeps the Board of Governors informed of all significant matters.

- Maintains high-functioning management information systems, and works with staff to deliver robust reporting of relevant performance metrics.
- Negotiates and recommends contracts for Board approval, seeking competitive bids for larger projects. Becomes an adept user of Club management technology as well as website management and other appropriate social media to facilitate membership communication.
- Continuously strives to operate the Club within the guidelines set forth by the Board of Governors, and at the same time, please the Membership.
- Actively promotes the positive representation of the Club to the community, reciprocal network, and all members and their families.
- Oversees the maintenance of all 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.
- Highly energetic; a self-starter with a “hands-on” approach to management.
- Excellent communication skills at all levels.
- The ability to function in a committee-oriented environment.
- “Set the pace” for all employees and actively promote a positive and safe work environment where teamwork and cooperation are emphasized.
- The active promotion of the Club to all Members and their families and interact with Members daily.
- 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.
- Has a professional appearance and demeanor and expects the same from his or her staff. Actively and appropriately delegates tasks to staff to maximize the effectiveness of the GM role. Is a “hands-on” leader who will get things done quietly while engaging with all constituencies.
- Highly motivated professional who is passionate and who enjoys full Member engagement.

Requirements

- Bachelor's Degree in Hotel/Restaurant Management, Business, or a related field and experience that provides the required skills and knowledge preferred.
- Five-year minimum experience as General Manager in a similar position at a private club or within a hospitality environment.
- A Certified Club Manager (CCM) designation is preferred.
- 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.
- The ability to operate a computer to enter, retrieve, or modify data utilizing Jonas, Microsoft Word, Excel, Outlook, PowerPoint, email, 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
- Healthcare coverage, Medical with club subsidized deductible,
- Dental, Vision, and Paid Time Off (PTO).
- Participation in the Club's 401 (k) savings plan
- Professional dues, educational allowance, and other expenses in accordance with the annual budget relocation assistance (if from outside the area).

To be considered for this outstanding opportunity all cover letters and resumes should be received as quickly as possible but no later than January 15, 2024. All information received will be kept in strict confidence.

Professionals who meet or exceed the established criteria are encouraged to send a compelling cover letter addressed to Mr. Roger D. Irwin, President, outlining their qualifications, experience, interests, and why Montour Heights Country Club and the Allegheny County area of Pennsylvania will be beneficial for you and your career along with their resume to:



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GSI Executive Search has been serving the private club industry for over twenty years, providing a wide range of executive search and placement services. In addition to GM searches that have been performed recently, GSI consultants have done over 70 GM searches around the US in the last two years.