

CANDIDATE PROFILE

General Manager / Chief Operating Officer
Transit Valley Country Club
East Amherst, NY

www.transitvalley.com

Video Profile Feature



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Organization

Our Mission

Provide our members, their families, and their guests with golf, dining, and recreational programming in a family-friendly environment. Our exceptional service, outstanding facilities, and first-class amenities will create greater value for our members.

Our Vision

The Vision of Transit Valley is to be Western New York's Friendliest, High-Camaraderie, and Family-Oriented Club in pursuit of being the leader in innovation for all social, recreational, and golf experiences.

Transit Valley Country Club is located in East Amherst, New York, a beautiful suburb of Buffalo, New York. The Buffalo/Western NY area has been called a great place to live for many reasons. The quality of life for Buffalo ranked 27th out of 150 metros in the U.S. is family-friendly, and offers quality affordable housing, mass transit, walkable neighborhoods, and vibrant commercial districts. The region has recently experienced a nationally recognized resurgence in the healthcare, educational, and business entrepreneurial sectors.

The club is a family-friendly full-service club with a long and storied golf tradition. TVCC is known as the premier family-oriented club in Western New York. It is proud to be ranked one of the leading private clubs in Western New York. Established in 1921, Transit Valley Country Club recently celebrated its 100th anniversary. The warm and inviting community of members have a shared mindset, believing friendship and family are meaningful values. With a wide array of amenities perfectly suited for any lifestyle, the membership enjoys easy access and accessibility for optimal Club enjoyment.

The golf course was designed by William Rathman. George Langlands who was a protégé of Donald Ross, served as the construction manager. The course was lovingly restored over the years and maintains the tradition of courses built in the "golden age of course design." Both challenging for advanced players and welcoming for beginners, the Transit Valley golf experience is known for its fun, friendly player atmosphere. The course is set on manicured fairways, gently sloping terrain, and greens that are well-maintained and challenging.

The original clubhouse was completed in 1926 and the recently transformed newly renovated clubhouse enjoys a spectacular view over the golf course. Other recent capital expenditures include a newly installed \$2.6m irrigation system for the golf course. Inside the Clubhouse are multiple dining outlets and catering facilities that members and their families enjoy. The 1921 Room is the most elegant dining space in the Clubhouse. Two walls of floor-to-ceiling picture windows allow wonderful natural light to create a warm and inviting atmosphere. The popular Terrace Patio is a delightful space for al fresco dining and entertaining large or small groups, tented or under the starry sky. The ever-

popular fully stocked, four-sided bar is the perfect place to relax with family and friends. The highly popular Kitchen Pizza oven is another unique feature of the Transit Valley dining experience. Transit Valley members enjoy spacious additional private dining areas that are perfect for weddings, receptions, and a wide variety of other celebrations, charitable galas, and business meetings. With beautiful clubhouse views, the main Clubhouse is an ideal backdrop for any type of special event.

The Club's excellent amenities include:

- An 18-hole Championship Golf Course designed by William Rathman.
- A driving range with 30,000 square feet of hitting area
- A short game practice area and putting practice green.
- Simulator lounge with state-of-the-art technology with 2 hitting bays complete with food & beverage service.
- Four regulation sized Tennis courts, Four pickleball courts
- Beautiful Olympic style Pool with lap areas and a diving area.
- A one-of-a-kind Recreational Zone complete with in-line hockey and a basketball court.
- TVCC's "Kid's Room"

Transit Valley Country Club's gross dollar volume exceeds \$7m with annual dues of \$3m, and annual Food and Beverage volume exceeds \$2M and is expected to grow. Annual rounds of golf exceed 25,000. There are currently 450 memberships and the average age of the membership is 58 and trending lower. The current full initiation fee is \$20,000 and full dues are \$12,500. There are 9 Board members and 12 standing committees which include: Long-Range, Nominating, Finance/Insurance Benefits, Audit, Greens, Golf, Subcommittee Handicap, Membership, Women's, Ethics & Grievance, Human Resource, and By-Laws. Transit Valley Country Club employs 26 FTEs and close to 170 employees in season. The Club is open 12 months per year.

The General Manager / Chief Operating Officer's direct reports include: Director of Operations Member Services Director, Assistant General Manager / Food & Beverage Director, Golf Professional, and the Golf Course Superintendent.

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

Position Overview

The successful General Manager / COO at Transit Valley Country Club will be an energetic, visible, engaging, creative, member service-driven, business operations leader with demonstrated financial acumen. He or she is a strategic thinker and visionary leader who identifies and seizes opportunities to drive revenue while remaining laser-focused on fiscal responsibility and delivering an elevated membership experience in support of the priorities established by the Club's Board of Governors. The new GM / COO will truly serve as a strategic partner to the Board and support the Club's current and future vision on both short and long-term initiatives.

The GM / COO truly thrives on building strong teams and mentoring staff, leads by example with integrity, and inspires staff loyalty and commitment. He or she empowers the management team to run their respective departments, collaborates on defined goals and budget objectives, and holds staff accountable to deliver results. As the ultimate coach and motivator, he or she has an exemplary track record of attracting, hiring, cultivating, and retaining top-tier talent and assists the management team in developing a strong bullpen of talent across all departments. He or she brings out the best in others, creates a team spirit attitude, and provides consistent feedback and support respectfully and professionally.

The General Manager / COO's duties include but are not limited to:

- Provides proactive, high-quality leadership, and a positive image for TVCC, its facilities, and its amenities to the membership. Ensures that members receive premier service and treatment in all undertakings.
- Coordinates with the department heads to optimize the member experience across all events.
- Displays knowledge of food, beverage, and labor costs on how they relate to P&L, budgets, and forecasting.

- Possesses a strong ability to foresee trends and create financial strategies as needed.
- Provides an exceptional dining experience at each of the multiple outlets and the Club.
- Analyzes financial information monitors budgeted versus actual expenditures and advises management about variances and their potential causes. The GM / COO needs to “know” the numbers.
- Coordinates with the Board of Governors and direct reports on matters of compensation, recruitment, benefits, and performance, including disciplinary and other significant personnel issues.
- Developing and executing all standards and operating policies will be the foundation of a true service culture. The Club believes that great service is in paying attention to the small details.
- Keeps the Board of Governors and appropriate committee chairs informed of all significant matters and problems.
- Educates the Board on current trends and best governance practices.
- Maintains high-functioning management information systems and works with staff to deliver robust reporting of relevant performance metrics.
- Fosters the development of new and entrepreneurial concepts and activities for revenue generation and member enjoyment.
- 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.

Attributes and Responsibilities

- An outgoing and friendly personality with a high potential to identify with and embrace the Club's unique culture. TVCC is an extremely family-oriented membership that wants to know its GM / COO and visibility throughout the entire club is expected. This is not an “office” job and the new GM / COO should have the knack to know when and where to be seen.
- A strong passion and thorough understanding of high-quality food and beverage excellence, with a focus on delivering exceptional member services.
- A highly motivated professional who is passionate and enjoys full member engagement.
- Have an aptitude for teaching and training and the ability to develop and enhance training programs and checklists for all food service personnel and multiple outlets throughout the facility.
- The active promotion of the Club to all members and their families. The General Manager / COO is expected to interact with members daily, actively soliciting members' opinions and input as to the Club's facilities and service.
- Fosters a collaborative team spirit. Actively helps and supports others and enjoys mentoring and growing staff from within.
- An articulate individual who can relate to people at all levels of an organization and possesses excellent written and oral communication skills. Must be able to communicate policies, procedures, regulations, reports, etc., to staff, members, and guests.
- Ability to envision the Club's future and continually come up with ways to improve the entire member experience.

Requirements

- Five to seven years minimum experience as General Manager / COO in a similar position at a high-end country club is preferred however those individuals at a high-end resort environment will be considered as well as an exceptional Assistant General Manager “rising star” with the proper training and mentorship.
- Bachelor's degree in Hotel/Restaurant Management, business, or a related field and experience that provides the required skills and knowledge.
- A Certified Club Manager (CCM) designation and a Certified Chief Executive (CCE) or working towards is 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. Proficiency in Northstar computer software or similar is preferred but not required.
- The professional will be a lifelong learner continuing to research and understand industry trends.

- The ability to operate a computer to enter, retrieve, or modify data utilizing 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 range \$175,000 to \$225,000) and an annual performance bonus Great healthcare; Medical, Dental/Vision, and Life Insurance
- Paid time off
- Participation in the Club's 401k plan with a club match according to Club Policy
- Short-term and long-term disability insurance is offered.
- Professional dues, educational allowance expenses, and other approved expenses 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 December 30th, 2023. All information received will be kept in the strictness of confidence.

Professionals who meet or exceed the established criteria are encouraged to send a compelling cover letter addressed to Kevin Malaney, Seach Chair outlining their qualifications, experience, interests, and why Transit Valley Country Club and the Western New York area will be beneficial for you and your career along with their resume to:



Manny Gugliuzza, CCM, CCE

Principal and Search Consultant



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