

**GENERAL MANAGER
NORTHAMPTON COUNTRY CLUB
EASTON, PA**

THE GENERAL MANAGER AT NORTHAMPTON COUNTRY CLUB

Northampton Country Club is looking for a motivated, engaging leader of the Club. The General Manager will act as the face of the Club and will focus on improving and upgrading its membership services and offerings.

ABOUT NORTHAMPTON COUNTRY CLUB

Northampton Country Club, founded in 1899, is a private, member-owned country club located in Easton, PA. The club completed a recent renovation resulting in expanded outdoor dining including firepits, modern casual member dining areas and a deck offering breathtaking views of the course. The Club features a classically designed Robert White 18-hole golf course, a racquets program including pickleball and paddle tennis, a swimming pool, and banquet facilities.

NORTHAMPTON COUNTRY CLUB BY THE NUMBERS

- 746 Members in all categories (435 families)
- \$9072 Annual dues
- \$5.7M Gross volume
- \$1.75M F&B volume
- 120+ Employees in-season
- 12 Board members
- 18 holes of golf – designed by Robert White
- 2 Har-Tru courts, 4 hard courts, 2 paddle tennis courts, 1 pickleball court
- Swimming Pool
- Northampton Country Club is a 501(c)(7), not for profit, tax exempt corporation
- The Club has an \$1,200 annual food minimum charge
- There are a number of active committees including: Executive, Finance, Golf, Greens, House, Long Range Planning, Membership, Member Services & Marketing, Racquets, Pool

NORTHAMPTON COUNTRY CLUB WEB SITE: www.northamptoncountryclub.org

GENERAL MANAGER POSITION OVERVIEW

Reports to: President, Board of Governors

Direct Reports: Controller
Director of Golf
Racquets Professional
Greens Superintendent
Chef
Food & Beverage Manager
Events Manager

The General Manager (GM) is responsible for leading operations at Northampton Country Club in a manner consistent with the direction and policies set by the Board of Governors.

SKILLS AND COMPETENCIES

- A Team Builder who is able to bring out the best in others by setting clear goals and expectations, providing consistent feedback and support, and treating others with respect and professionalism.
- A visionary and process orientated leader that will be able to work closely with the board to establish and execute a strategic vision for the club.
- A confident, diplomatic, respectful, and competent professional who is a doer and take-charge person and who recognizes the importance of accountability. A creative problem solver who commands respect through professional interactions and integrity.
- Passion for the role, with a positive, thoughtful demeanor reflective of the fun, personal, casual nature of the club while being able to uphold the long standing culture and traditions
- A superb business manager, skilled in accounting and financial management, comfortable and knowledgeable about technological systems. Experience with Clubsystems & Jonas Encore a plus. (Transition occurring 3/1/21)
- A strong “bottom up” leader who has developed a team and consistently encourages staff to develop personally and professionally in ways that benefit the club.
- A person who can say “no” when appropriate, without alienating members or staff when doing so.
- Possesses strong organizational skills and is able to focus on attention to the details necessary to achieve high levels of quality, satisfaction, outstanding member experience/engagement and high levels of staff buy-in.
- Experience and strength in Long Range Planning including execution.

Essential Duties and Responsibilities

- Implement, direct and administer general policies as established by the Board including plan, develop and approve operational policies, programs and methods including reporting of any and all allegations of violations of Club rules, regulations and codes. Understanding and experience with 501C (7) regulations.
- Coordination of the development of operating and capital budgets in compliance with the NCC budget calendar including monitoring financial statements to insure implementation of corrective and security measures as appropriate.
- Ensure that the Club operations comply with all applicable, State, Municipal, and Federal rules, ordinances, regulations and laws including establishing and maintaining working relationships with local police, fire, Liquor Control Board and other governmental agencies.
- Establish and monitor personnel policy, training and programs.
- All duties and responsibilities as defined by the NCC Board of Governors.

- Provide advice and recommendations to the Board, President and the applicable committees concerning construction, alteration, maintenance, equipment and services not otherwise provided in approved plans and/or budgets.

Candidate Specifications: Key Selection Criteria

Experience:

- A minimum of five years of progressively more responsible private club management positions leading up to a GM position at a club with a similar scale, amenities, and culture as Northampton Country Club
- A proven track record of achievement and employment stability
- Membership recruitment success
- A history of success in the selection, development, training, and motivation of an accomplished, service-oriented staff in a private club environment
- Experience with being an active participant in the boardroom and a committee system
- Strong financial understanding based on experience and relative to club operations; experience in building and managing and meeting budgets
- Experience with capital improvement projects while managing expectations of members through construction
- Experience in leading a family-friendly club organization and its related activities and amenities
- Strong knowledge of food, wine, and dining programming, with a track record in shaping excellent dining offerings that reflect traditional needs and current trends connected with the membership
- Managed sports professionals and sports programming, namely in golf operations, racquets, aquatics, and junior programming
- Certified Club Management preferred; University/College degree is highly desirable, preferably with a specialization in hospitality management

SALARY AND BENEFITS

Salary range: \$125,000 – \$175,000, plus incentive package

Salary commensurate with qualifications and experience for the desired NCC experience, will be offered. The Club offers an excellent bonus and benefit package, along with the typical CMAA and other professional benefits.

TO APPLY

Please email cover letter and current resume to the Northampton Country Club Search Committee via nccgmsearch2020@gmail.com. Resumes will be accepted until 12/1/20.