

**GENERAL MANAGER/COO  
TRANSIT VALLEY COUNTRY CLUB  
EAST AMHERST, NEW YORK**

**General Manager/COO Opening at Transit Valley Country Club**

Transit Valley Country Club is searching for a leader who is looking for a family friendly, recently renovated, progressive club. With beautifully renovated facilities and full membership, this is an exciting opportunity for the right candidate to apply their skills and focus to operations and club advancement.

The General Manager works directly with the Club President and Board of Governors. As the board serves in an advisory role, the ideal candidate will oversee all daily operations of the club. With current strategic and master golf course plans in place, the General Manager role is poised for someone to step in and assume the oversight of a well-run club that has goals for continued enhancements.

As this opening is part of a planned retirement, there is some flexibility as to timing and the opportunity for a smooth transition to new leadership.

**About the Club**

Transit Valley Country Club is located in East Amherst, New York, a beautiful suburb of Buffalo, New York. The club is a well-respected, full-service club with a long and storied golf tradition. Established in 1921, Transit Valley Country Club recently celebrated its 100th anniversary.

The golf course was the brainchild of George Langlands who was a protégé of Donald Ross. The course was lovingly restored over the years and maintains the tradition of courses built in the “golden age of course design.” The original clubhouse was completed in 1926. Today, Transit Valley Country Club 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. The recently transformed clubhouse enjoys a spectacular view over the golf course, pool complex, one sports court, four hard-tru tennis courts, four pickleball courts, full basketball court and inline hockey. Additional aspects of the recent renovation include: state of the art kitchen, new simulator lounge, outdoor lounge, renovated locker rooms and play room.

**Position Summary**

The General Manager will be a true partner with the board and committee chairs, and is expected to provide leadership when developing new policies or programs. The General Manager will lead, direct and hold all department managers accountable to mutually agreed goals consistent with the club’s operating plan and vision. The General Manager will work to continue the progress being made under the club’s strategic and master golf plans. As we have just celebrated 100 years, we are looking for a proven leader who can help us shape the next 100 years.

**Responsibilities (full job description will be provided upon application):**

- Inspire the department heads to perform to the full extent of their professional positions, set clear goals and expectations, and coach to provide exceptional member service with enthusiasm while always casting an eye toward continuous improvement.

- Build and maintain a cohesive team, develop professional staff and create a succession action plan for critical roles. Mentor, train and develop key staff to perform at the highest level possible.
- Prepare, execute and manage the capital and operational budget with transparency while working within the established goals set by the Treasurer and approved by the board.
- Continuously monitor and scrutinize, with the collaboration of the club's accounting staff and finance committee, the use of operating funds, the pricing of amenities and the pace of rising costs, holding department heads accountable for the income and expenses relative to their departmental goals and objectives.
- Be a confident and diplomatic spokesperson for the club, fostering a climate of hospitality for all members and guests. This includes being visible, approachable and available to both members and staff and engaged in all aspects of the club.
- Ensure club programming and facility planning remains relevant, inclusive of all members, and leads to high levels of member engagement.
- Remain current on trends in the industry and local competitors. Ensure compliance with all Federal, state and local guidelines and laws.

#### **Candidate Qualifications:**

##### **Education and Experience:**

- Bachelor's Degree in business administration, hospitality management or related field from an accredited university
- Ideal candidate will have a minimum of three years' experience in a similar role at a comparable Platinum Level club. Candidates with general manager experience in resort or private social club management may also be considered.

##### **Additional Preferred Qualifications:**

- Working knowledge of food and beverage, retail, and merchandising sectors of the golf course industry
- Strong financial skills, including budgeting, expense control, revenue enhancement and reporting
- Past oversight experience of golf, tennis and pool operations
- Proven membership retention success
- Supervisory and leadership experience
- Strong written and oral communication skills
- Willingness and ability to work flexible hours
- Certified Club Manager (CCM), on course to complete CCM, or similar credentials from industry related organization

#### **Salary and Benefits**

Salary is competitive and commensurate with qualifications and experience. Transit Valley Country Club offers a robust benefits package and strives to create a manageable work/life balance for this role.

**Instructions to Apply:**

Please email your cover letter, resume and salary expectations to Tina Gutekunst at [tinag@transitvalley.com](mailto:tinag@transitvalley.com)