



CLUBHOUSE MANAGER
WILTWYCK GOLF CLUB

Club Overview:

Wiltwyck is the premier family oriented semi-private club in the mid-Hudson Valley located in Kingston, New York. conveniently off on Exit 19 of the New York State Thruway. Originally founded in 1933, Wiltwyck relocated to its present location in 1954. Wiltwyck's golf course was designed by renowned golf course architect Robert Trent Jones, the "Dean of American golf course architects", and provides a best in class golf experience for golfers of all ages and levels. The Wiltwyck grounds include its championship golf course, as well as a pool, golf simulator facility, tennis and pickle ball courts, a banquet facility, and indoor and patio dining, all in a relaxed and elegant environment. Formed in April 1933, the Club began with a nine-hole course off of Hurley Avenue in Kingston. Twenty years later, construction of the New York State Thruway threatened to slice Wiltwyck's original course in half, but resourceful Wiltwyck club leadership took that as an opportunity to purchase the Steward Farm on Steward Lane in the Town of Ulster. In 1955, Wiltwyck's 18-hole course was unveiled at the current locale.

In January 2018, after 85 years as a member-owned, member-operated facility, all assets and custodianship of Wiltwyck were transferred to WGC Holdings, an entity now controlled by 14 equity owners who are either themselves, or are affiliated with, existing members of the Club. These new owners have made great progress in the four years of their stewardship to not only preserve the Club's golf course and other recreational facilities, but to restore the overall experience at Wiltwyck to a place of pre-eminence that is not available elsewhere in the local area. Reinvestment in infrastructure has been a recurring theme for the new owners, and there has been an inexhaustible list of items that we have repaired, replaced and upgraded in the last four years. This work will continue.

Wiltwyck's championship golf course is widely recognized as a significant test of championship golf -- it is the best example of modern golf architecture in a radius of 60 miles of Kingston. Over the years, the course has played host to a number of prominent local and state golf events in both professional and amateur categories. Wiltwyck has also had an active and important role in the community with, for example, a strong commitment to philanthropy and junior golf programming. As part of our current operating model, Wiltwyck's facilities were opened to the public on a limited basis to those people who wish to play golf at Wiltwyck but who do not wish to avail themselves of the responsibilities of membership. Wiltwyck also has a vibrant outing and league calendar throughout the golf season. These aspects have been critical components of our recent success.

Offering a high quality of food and beverage service has been critical for us and a wonderful way for our members and guests to mingle, relax and unwind at the Club under our new ownership, and we have undertaken a modernized food offering that is available to members, their guests and the public. An important component of our food offering is our outside patio service, with an exciting new seating area and outdoor bar adding to the Wiltwyck experience.

In early 2021, we completed a substantial and well-received upgrade to our pool facilities where both our golfers and non-golfers can choose to take advantage of the pool's amenities, with food and bar service at the pool now available. Building on this recent success will be an important component of our Club's offering in seasons to come.

Wiltwyck's current owners have established a six person governing body, called Managing Members, who collectively oversee the overall day-to-day management of the business and affairs of the Club. The Clubhouse Manager will report directly to a designated Managing Member and will work collaboratively with the Club's Head Golf Professional and Greens Superintendent, both of whom will also report to the Managing Members. The Clubhouse Manager will have as direct reports all food and beverage staff (including an Executive Chef, Catering Manager/Event Coordinator, Lead Server and Lead Bartender), as well as a Bookkeeper, Pool Director, and Facilities Janitor/Handyman.

Wiltwyck's annual gross revenues in 2021 are projected to be \$2.4 million with food and beverage revenue of \$695,000. Total staff in season now comprises approximately 65 employees. The current membership counts 463 members in all categories.

Overview of Opportunity:

The Clubhouse Manager will oversee all clubhouse and pool operations and must be a visible and accessible leader to both members and staff alike. The Clubhouse Manager will guide these operations at the Club under the direction of the Managing Members. He/she will also be expected to coordinate seamlessly with the Head Golf Professional and the Greens Superintendent and to act as the leader, mentor and liaison with all other lead members of Club staff working in our clubhouse and pool operations; be held accountable for the food and beverage, business office and pool areas of the Club; and enable the Managing Members to avoid the short-term focus that is the responsibility of our staff, allowing the Managing Members to focus on strategy and proper governance. The Club seeks an experienced, strong, well-rounded club leader with experience in food and beverage management as well as club finance and budget management. This is an excellent opportunity for a club management professional willing to focus on an exceptional level of professional service while providing leadership and guidance to staff in order to achieve this service goal, all for a club very much on the rise with positive operational momentum.

Overview of Requirements:

The Clubhouse Manager must be a consummate professional, well-versed in all facets of club administration. The ideal candidate will have a minimum of five years as an Assistant General Manager or Clubhouse Manager, preferably under the direct supervision of a General Manager in a traditional, comparable private or semi-private club setting. Candidates should have a working knowledge of all facets of club operations with a strong emphasis on food and beverage management and club finance and budget management.

Responsibilities:

- Oversight of the work of all staff in the food and beverage, business office/accounting, facilities and pool areas. In coordination with lead members of staff in those areas, oversee the recruitment, hiring, training, supervision, and timely evaluation of all of the Club's food and beverage, business office/accounting, facilities and pool staff. Compensation and benefits are to be administered consistently and must fall within the guidelines as mandated by the Club's annual operating budget.
- Supervise all food and beverage budgeting, hiring, orientation, coaching, training, menu development and inventory control, emphasizing a culture of coordination, teamwork and the supervision of staff. Have a passion for teaching and training.
- Work closely with the Executive Chef to facilitate a strong relationship between the kitchen and front of the house and pool staffs.
- Control cost of the food and beverage operation by assisting in the management of beverage, supplies and equipment purchasing; utilize labor reports to understand and adjust scheduling needs; and maintain effective profit and loss controls.
- Emphasize a strong service culture that ensures member and non-member patronage and maximizes the use of the Club's facilities.
- Responsible for financial guidance and reporting for all club operations in accordance with acceptable accounting procedures. Such duties will involve significant involvement in the formulation of the Club's annual operating and capital budgets in coordination with the Managing Members, golf and greens department heads, and all reporting staff. The Clubhouse Manager will support the operation of the Club in accordance with the approved budgets and report the Club's financial condition to the Managing Members weekly and/or monthly as requested by the Managing Members.
- Knowledge of the JONAS software program preferred.
- Oversee the proper execution of all social functions, including all member and non-member sponsored events, and coordinate all golf outings and leagues with the Head Golf Professional and other golf staff.
- Work in conjunction with the Facilities Janitor/Handyman to address all required repairs and housekeeping, including to maintain cleanliness and safety.
- Demonstrate a reputation as an active and visible club leader, exhibiting a casual yet professional image and being responsive to member/customer needs and feedback.
- Possess working knowledge of applicable governmental regulations related to labor practices, sanitation, safety and liability, as appropriate.

- Act as day-to-day operations expense monitor and help to maintain the Club's financial integrity.
- Coordinate clubhouse communications that relate directly to food and beverage and pool activities as well as accounting and billing.

Required Attributes:

- An outgoing and friendly personality with a high potential to identify with and embrace the Club's culture.
- Ability to collaborate and work well with the Head Golf Professional and the Greens Superintendent who are highly valued members of the management team.
- Leadership skills with the ability to motivate other staff with a commitment to quality and excellence.
- Highly energetic -- self-starter with a "hands-on" approach to management.
- Excellent communication skills at all levels.
- Strong sense of service with proven staff development and training skills.
- Attention to detail with a sense of urgency.
- Ability to function in a committee-oriented environment and respond to the ideas and energies of the Managing Members. The ideal candidate must also be able to deal with a variety of personalities.
- Firm leadership skills to help guide the Club's governance.
- Ability to see the "big picture" but also to have a critical eye for detail.
- A career path marked with a logical progression of title and responsibility, stability or tenure and accomplishment.
- Actively promote a positive and safe work environment where teamwork and cooperation are emphasized.
- A hospitality, business management or related degree is preferred.
- Impeccable and verifiable references. All candidates will be subject to a thorough background review and must have an excellent credit record.

Compensation and Benefits:

- A base salary and potential annual performance bonus at the discretion of the Managing Members.
- Family health insurance in accordance with Club policy
- Participation in a 401(k) plan in accordance with Club policy
- CMAA education and professional development
- Other standard benefits

Professionals who meet or exceed the established criteria are encouraged to forward or e-mail their resume, cover letter, salary requirements and references to:

Lew Rose, Managing Member
lewrose@gmail.com