

GENERAL MANAGER (GM) PROFILE: THE BRIDGEHAMPTON CLUB BRIDGEHAMPTON, NY

GENERAL MANAGER OPPORTUNITY AT THE BRIDGEHAMPTON CLUB

An outstanding opportunity exists for candidates with a successful track record of engaged leadership and operational management in private clubs or high-end establishments in the hospitality industry. We are conducting the General Manager search for the Bridgehampton Club located in Bridgehampton, New York. The candidate will coordinate operations of this historic understated summer retreat with professionalism and enthusiasm while maintaining a relaxed culture of sanctuary for its members, families and guests.

[Click here to view a brief video about this opportunity.](#)

THE BRIDGEHAMPTON CLUB HISTORY

The Bridgehampton Club (BC) traces its history back to September 15, 1900, when a group of local residents and members of the summer colony joined to form a social club offering golf and tennis facilities for its members. After land acquisition the golf course was laid out, and play began in the summer of 1901. Two tennis courts followed in 1902 and the acquisition of the beach front property fifteen years later.

Over the years, the golf course has undergone significant improvements and is now a gem in the heart of Bridgehampton. The club's active tennis program features eight Har Tru courts and two platform tennis courts. In addition, the lifeguarded beachfront property now has two ocean view decks for the members to enjoy and a croquet lawn.

Now in its second century, BC has faithfully continued its traditional social events and athletic activities for its community of adult members and their children. Future projects include a \$2M renovation of the Beach Pavilion commencing in 2019.

MISSION STATEMENT:

The mission of the Bridgehampton Club is to maintain and conduct a non-profit and distinctly private club for the pleasure and recreation of its members, their families and invited guests by continuing to emphasize and build on our century-old core values of enthusiastic volunteerism, continuity of family participation, strong and varied programs for children of members, prudent financial management and simplicity.

THE BRIDGEHAMPTON CLUB BY THE NUMBERS:

- Approximately 500 members (just under 300 distinct family units)
- 8 Har-Tru Tennis Courts
- 2 Platform Tennis Courts
- 1 Croquet lawn
- 9 Hole Golf Course
- \$1.7M Annual Revenue
- \$50K Initiation Fee

GENERAL MANAGER JOB DESCRIPTION

The General Manager (GM) assumes all operational responsibilities of the Bridgehampton Club with the understanding that the priorities of the club come from the Club's Board of Governors and Committees.

As BC looks forward to the future while respecting its beloved traditions, BC's Board decided to conduct a search to hire its first professional GM and looks forward to hiring an experienced, professional, adaptable and energetic leader. The GM will need to approach the position with a high degree of gravitas and with a "listen, learn and understand" approach to the job

The GM at BC will have responsibility for all day-to-day operations of the Club. He/She directs and administers all aspects of the operations ---the amenities, project development, staff and all programs and activities including each operating entity of golf, tennis, beach pavilion club activities and programs to ensure consistent, outstanding service delivery to the membership and their guests.

The GM position at BC club is highly seasonal. The opportunity exists for the GM to be away from property for up to 5 months per year in the "off season" months.

The Bridgehampton Club currently has no food and beverage operations; Third party catering firms are hired for club events as needed, and the GM will interface with these groups. With the aforementioned Beach Pavilion renovation project scheduled for completion in 2020, this may change, so Food and Beverage management experience is necessary for this position.

This position is also one that requires a high degree of graciousness, visibility and a strong, 'personalized service' perspective, a personification that is critical for all team members to emulate. Critical to the new GM's success is the intuitive sense to be "present," and to sincerely engage with every generation of family members and their guests.

The ideal candidate recognizes the need to be fully engaged and committed to the Club especially in the busy summer months. The club is most active from mid-June until Labor Day. Additionally, he/she must be naturally "discreet" and appropriate, both inside and outside of the Club, but also recognizing of the importance to be involved in the community as a representative of BC.

The GM is responsible for the creation, implementation and consistent maintenance of all service standards and processes while providing vibrant, innovative, relevant and respectful leadership for key managers and staff at BC. Clearly, a primary objective is for the GM to be the highly visible and interactive 'face' of the Club, and to ensure that goals and objectives are defined, understood, evaluated and enhanced on a continuous basis. Most important to one's success will be to meet the expectations of a majority of the membership, as defined by the Board of Governors and Committees.

The role of GM at BC requires a strong embrace of community values and enjoyment of a highly desirable community like Bridgehampton, where activities and relationships, both in the Club and outside of its confines, are often linked.

The GM must be a proactive part of talent acquisition and retention, assist in membership orientation, coordinate membership activities and services programming, ensuring that each of these areas of focus consider current and future membership input and demographics. Additionally, he/she must recognize that all amenities at BC need to be commensurate with the majority of members' expectations and coordinated accordingly, and that his/her mission is to ensure these levels are provided.

The new GM will recognize that golf, tennis, beach pavilion, family activities and other services are all integral parts of the amenities package of BC and, as such, need to be commensurate with member expectations. Junior programming is also a key 'driver' and must be consistently innovative, vibrant, and led in a creative, energized manner, in all appropriate amenity areas within the Club.

Being a strong mentor, along with a continuous development of the team, both senior and support staff, is another success factor for the new GM. Working with his/her team, the GM will create an elevated service culture and maintain a staff culture that will further elevate the already high standards of delivery of the BC team. Outstanding communication skills are necessary for this role and to be successful at BC. As the primary communicator of much information at the Club, proven outstanding verbal and written skills are absolutely critical, as is a keen ability to “listen,” “engage,” “build trust” and “be highly approachable.”

The need to elevate existing member services, and recommend new programs and services to enhance member satisfaction and the overall value of membership at BC is important.

CANDIDATE QUALIFICATIONS

The ideal candidate:

- Has three to five years of management experience in a similar, high-end club, hotel, or other hospitality operation environment.
- Is a multi-tasker and highly organized.
- Is a passionate and highly motivated professional who enjoys full member engagement and making each moment special and memorable.
- Is a hands on leader who will get things done quietly while engaging with all constituencies including kids.
- Has a fundamental understanding of what constitutes a “premier Club experience,” and the proven ability to execute to that level.
- Displays an understanding of facilities and membership management.
- Embraces the traditions and history of BC while facilitating agreed upon change to move the club forward in managerial and operational best practices.
- Displays strong financial acumen, budgeting, HR policies and regulations, food and beverage in the club industry, and interacts with the Board and its committees accordingly.
- Understands and speaks the language of the membership and the operational expectations from them and is a culture carrier of BC.
- Is skilled in hiring, supervising, managing, mentoring and developing high achieving employees. Perpetual training and coaching are essential.
- Possesses a good sense of humor and an ability to have fun.
- Must remain calm under pressure and maintain expedient execution of events, resolution of conflicts or complaints, while maintaining a leadership position overall.
- Is organized, predictable, consistent and detail oriented with the ability to multi-task and prioritize competing or conflicting projects.
- Must possess effective problem-solving, effective verbal and written communication skills, while demonstrating respect and achieving respect of the staff and department heads.
- Has a patient, friendly, outgoing personality and a positive attitude. Is personable with members and guests, while maintaining a respectful professionalism.
- Has a verifiable track record of successfully leading and growing dynamic hospitality operations including building revenues, controlling costs and meeting or exceeding planned and budgeted bottom line goals and objectives in food and beverage operations.
- Required computer skills of Word, Excel, Outlook, POS systems (CLUB ESSENTIAL), and time management systems. Web based training including use of reservations systems a plus, as well as familiarity with social media as a business tool.
- Has strong listening skills and is able to absorb a multitude of ideas and filter to the most important and viable options for action and completion.
- Must have an extensive knowledge of all areas of hospitality operations.
- Has strong management skills with verifiable strengths in “self-starting” leadership, financial performance, and “people” skills. Someone who acts with urgency yet maintains a calming presence.

- Has the ability to consistently define and achieve goals and objectives. Proven and verifiable leadership qualities with the demonstrated ability to direct, coordinate and control all facets of an active clubhouse operation.
- Has strong organizational and time management skills; identifying the details necessary to consistently achieve high levels of quality, satisfaction and outstanding member experiences.
- Has the ability to interact effectively before diverse constituencies of members, board members, committees, staff, vendors and other people who are part of the Bridgehampton family.
- Embraces the service ethic and displays a passion for providing the consummate member experience on a daily basis.
- Is a professional with a verifiable, positive career track, someone who has been a “difference maker” wherever the candidate has been in the past.
- Is confident in his or her abilities yet humble in his or her interactions.
- Has a professional appearance and demeanor and expects the same from his or her staff.
- Approaches his/her role with a continuous desire to improve him or herself.

EDUCATIONAL AND CERTIFICATION QUALIFICATIONS

- A Bachelor’s Degree from a four-year university or college is desirable, preferably in Hospitality Management.
- In lieu of the degree, substantial high-end, private club or hospitality experience may be considered.

SALARY & BENEFITS

Salary is open and commensurate with qualifications and experience. The club, along with the typical CMAA benefits, offers an excellent bonus and benefit package.

INSTRUCTIONS ON HOW TO APPLY

Please upload your resume and cover letter (in that order) using the link below. You should have your documents fully prepared to be attached when prompted for them during the online application process.

Preparing a thoughtful letter of interest and alignment with the above noted expectations and requirements is necessary. Your letter should be addressed to Margaret Southern, President of Bridgehampton Club, 301 Ocean Road, Bridgehampton, NY 11963, and clearly articulate why you want to be considered for this position at this stage of your career and why BC and the Long Island area will be beneficial to you, your family, your career, and the Club if selected.

IMPORTANT: Save your resume and letter in the following manner:

“Last Name, First Name Resume” &

“Last Name, First Name Cover Letter”

(These documents should be in Word or PDF format)

Note: Once you complete the application process for this search, you are not able to go back in and add additional documents.

For directions on how to upload your resume and cover letter [visit this page](#).

[Click here](#) to upload your resume and cover letter.

If you have any questions please email Nan Fisher: Nan@kkandw.com

Lead Search Executive:

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