

## **GENERAL MANAGER PROFILE: LAKE WARAMAUG COUNTRY CLUB NEW PRESTON, CT**

### **THE GENERAL MANAGER (GM) OPPORTUNITY AT LAKE WARAMAUG COUNTRY CLUB (LWCC)**

The General Manager role at Lake Waramaug Country Club is an opportunity for a seasoned professional who wishes to lead a family-oriented club on Lake Waramaug in CT. The club has recently completed a \$3M clubhouse renovation and is looking for an individual to help the club move forward into future improvements and upgrades.

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

### **LAKE WARAMAUG COUNTRY CLUB**

Founded in 1916 when two local clubs combined to form Lake Waramaug Country Club, today the club remains a seasonal operation. The recently completed clubhouse renovation preserved the original simple look and feel, and expanded the facility to include a grill room and outdoor wrap around porch overlooking the lake and the golf course. The experienced head chef and restaurant manager and staff ensure members and guests enjoy their dining experience and LWCC enjoys a wait list for membership.

The beach facility has become the hub of the family centric club, with swimming programs, boat docks, a snack bar and many family events. The rolling hills are the perfect backdrop for the 9-hole, 3,128-yard golf course. The club golf professional manages programs including tournament play, clinic opportunities and a popular junior golf program. For the tennis enthusiast, the club offers four top-flight, red clay courts as well as extensive junior and adult tennis programs that provide excellent instruction, challenging competition, and engaging social events for players of all levels.

### **LAKE WARAMAUG COUNTRY CLUB BY THE NUMBERS**

- At present, there are approximately 244 members in all categories (family, intermediate, junior, social)
- \$16,000 Initiation fee for family membership
- \$5,200 annual dues for family member
- \$1,870 annual dining room minimum
- \$300 annual capital charge
- \$1.8M Gross revenues from all sources
- \$1.06M Dues volume
- \$387,000 F & B volume
- Gross annual payroll \$790,000
- 6,000 approximate annual rounds of golf
- 50 Employees (FTE) in-season; 3 (FTE) year-round
- Average age of members is 45-50
- The Club is organized as a 501(c)(7), not for profit organization

**LAKE WARAMAUG COUNTRY CLUB WEB SITE:** [www.lakewaramaugcc.com](http://www.lakewaramaugcc.com)

### **GENERAL MANAGER POSITION OVERVIEW**

The General Manager will have the responsibility for all day-to-day operations of Lake Waramaug Country Club. While the club is only operational during the season, the GM role is a year-round position. He or she will direct and administer all aspects of the operations, especially business office practices and building maintenance, as well as amenities, staff, and all programs and activities to ensure outstanding service and member and guest satisfaction.

While all typical competencies are important, our need is for a General Manager who enjoys being actively engaged, is proactive in new business trends and innovations and who wants to be part of a relationship based, smaller club environment in a weekend-oriented community. Additionally, he or she must be an individual who can recognize what is working well at present, and what needs enhancement. We are seeking an individual who can effectively “manage” the transition to this new model of governance and leadership, and who is eminently adaptable to successfully work through it.

#### **KEY ATTRIBUTES AND INITIAL AREAS OF FOCUS ARE EXPECTED TO BE:**

- Ability to comprehensively manage a clubhouse and other amenities throughout the year. Knowledge of all internal workings of the maintenance related to the clubhouse.
- Financial and business acumen is required and the ability to set and work within budget is critical as well as setting the budgets.
- The ability to manage all club operations to take full advantage of the new facility and to upgrade and improve operating systems, including software, technical support, payroll, insurance and business practices.
- Being an innovative and excellent communicator who can effectively engage with staff, Board, members and guests, as well as outside contributors.
- Someone who is calm, credible, a good listener, gains the respect of the staff and fully reflects the casual, friendly culture of the club.
- The ability to set goals and execute successfully, initiate and effect change where needed, bring department heads together to ensure high levels of service and efficiency.
- Establish and maintain a strong and highly collaborative team of department heads, recognizing success in their work, while also holding them accountable for the responsibilities and achievements.
- Sincere and consistent member and staff engagement, being supportive and advocating for the success of and recognizing the contributions of the team.
- Effective leadership working with volunteers on the Board and committees providing thoughtful and reasoned recommendations, and understanding that strategic planning and its results will be the key to success.
- Solid understanding of LWCC’s unique place in nine-hole, seasonal clubs in the area, as well as its culture and member demographics.

#### **ADDITIONAL AND REITERATED CANDIDATE QUALIFICATIONS**

- A seasoned professional in an active, family-oriented, private, member-owned club environment is preferred. Non-current GM’s with quality mentoring will be considered. Non-club industry candidates must be able to portray their knowledge and strengths in working with well-intended and active volunteers in Board and Committee roles in a non-profit dynamic.
- Strong general management skills with verifiable strengths in financial performance, strategic planning, best practices in business processes and procedures, renovations and project management, and the ability to consistently define and achieve goals and objectives.
- Comfortable working in a more casual club environment, supporting rather than changing its culture. Being a humble, but confident “thought partner” with the Board, and able to make decisions and recommendations based on industry knowledge, experience, and confidence in his/her own ability to deliver.
- Comfortable with a seasonal schedule: six months of intense activity and six months of off season business.

#### **SKILLS AND COMPETENCIES**

- A superb business manager, skilled in accounting and financial management, comfortable and knowledgeable in technical support.
- A Team Builder, a person who embodies the persona of ultimate coach and motivator, bringing out the best in others by setting clear goals and expectations, providing consistent feedback and support, and treating others with respect and professionalism.
- 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 conducive to a fun, personalized member, and staff centric environment.

- A strong “bottom up” leader who recognizes and has verifiable demonstrations of his or her development of the team. Encouraging of personal growth to both personally, and professionally benefit LWCC.
- A person who can say “no” when appropriate, without alienating members or staff when doing so.
- Possesses strong organizational skills and an obsession with details necessary to achieve high levels of quality, satisfaction, outstanding member experiences and high levels of staff satisfaction and member engagement.
- A charismatic individual with a sense of humor and style that is commensurate with the culture and expectations of a friendly, fun, and supportive membership and team of associates.
- Someone who instinctively enjoys leading and working in a “friendly, not fancy” club environment; LWCC is the antithesis of a traditional or stuffy club and is not looking to change that comfortable, camaraderie-based style and feel it is known for and what has made it successful.

#### **EDUCATIONAL AND CERTIFICATION QUALIFICATIONS**

- A minimum of two years of college with a focus on Hospitality Management is desirable.
- In lieu of a degree, substantial private club or hospitality industry experience will be considered.
- From the club industry, Certified Club Manager (CCM) designation is encouraged with further certifications being of interest as a commitment to on-going and lifelong learning and networking.

#### **SALARY AND 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 the Mr. Peter Haddad, Search Committee Chairman, and clearly articulate why you would like to be considered for this position at this stage of your career and why LWCC and the New Preston, CT area will be beneficial to both you and the Club if selected.

**Expressions of interest in this role must be presented no later than October 1st. Interviews will occur at the end of October with an expectation that the new General Manager is on board in early Spring 2019.**

**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 Patty Sprankle: [patty@kkandw.com](mailto:patty@kkandw.com)

#### **Lead Search Executive:**

Len Simard

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