

Candidate Profile

General Manager
Century Country Club
Purchase, NY 10577
www.centurycc.org



Organization

Century Country Club was started informally in March 1898 and was incorporated on May 4, 1898. There are several theories as to how the name Century was chosen, including the possible intention to limit the membership to 100 and the establishment of the Club near the turn of the century.

The Club first occupied leased premises in the Throgs Neck section of New York City on a tract of about 60 acres fronting Long Island Sound, where the members had a nine-hole golf course laid out.

In 1904, Century moved to a 100-acre site in Greenburgh, Westchester County. A clubhouse was built along with an 18-hole golf course and several tennis courts. The membership, which numbered 115 at the end of 1898, grew to 200 in 1902 and reached the limit of 250 in 1906. In 1915, the limit on membership was raised to 300.

After World War I, some of the members became dissatisfied with the design and size of the golf course. A committee studied the cost of making improvements or of moving to a new location. Walter J. Travis, former British Amateur and three-time U. S. Amateur Champion, was hired as a consultant. Upon his recommendation in 1922, the Club purchased 175 acres of the George W. Fairchild property on Anderson Hill Road in Purchase, NY. The Greenburgh site was sold to the Metropolis Country Club.

The new golf course at Century was designed by the Golden Age British Architect, Charles Hugh Alison. Harry Colt and Alison were partners in a London firm that also included John Morrison. At its inception in 1920, Colt and Alison were joined by Alister MacKenzie, the famous architect responsible for Augusta National, Cypress Point, and Crystal Downs among others. Colt and Alison were responsible for dozens of classic designs.

There is no doubt that the plans for Century were drawn by Charles Hugh Alison. Colt and Alison corresponded often while each was working and it's likely that Harry Colt saw the Century plans. Harry Colt made his last visit to North America in 1914 when he was retained by George Crump to provide the routing plan for Pine Valley. In 1920, when the layout of Pine Valley was still to be finalized after the death of Crump, Alison came to America to represent the Firm. While in the U.S., Alison laid out Burning Tree Club, Washington, D.C.; Sea Island GC, Georgia; Kirtland CC, Cleveland; and Milwaukee CC, among others.

In 1938, Ben Hogan joined Century as assistant to Dan Mackie. His "letter of recommendation" was written by a Century member and stated that "he made a nice appearance." When Mackie left for neighboring Old Oaks Country Club in 1940, Hogan became the Head Pro and remained at Century until he joined the Tour in 1941, recording five wins that season.

During the fall of 2016 and the fall of 2017, the golf course was renovated under the direction of golf course architect Keith Foster, who was hired for his expertise in renovating Colt and Alison's courses. Keith has worked on many prestigious courses including Colonial CC, Bent Tree, Mission Hills CC, Baltimore CC, Southern Hills, Moraine CC, Eastward Ho, Philadelphia Cricket Club, and The Old White Course at the Greenbrier.

Golf Digest and The Met Golfer regularly acknowledge Century as one of the top courses in New York State and the Metropolitan area, respectively. In 2013, Links Magazine ranked Century Country Club as one of the 100 Most Prestigious Private Golf Clubs in the World.

Century is recognized as a Platinum Club of America and is also designated as a Distinguished Club of America.

The Club's gross dollar volume including capital assessments and initiation fees exceeds \$13.8m with dues of \$8.4m, and annual Food and Beverage volume exceeds \$1.8m and is expected to grow. There are currently 400 family memberships and the average age of the membership is 55. The current full initiation fee is \$200,000 and full dues are \$23,165 for this multi-generational club. There are 18 Board members and 11 standing committees. Century Country Club has 52.45 FTE staff members and employs over 105 in season. There is approximately housing for 18 temporary and seasonal staff in the clubhouse. The Club is open 7.5 months per year but access to the Clubhouse is year-round with card players during the week, fitness center, simulators, and locker rooms. The Club has an active tennis and racquets program, a pool, and 10 seasonally rented guest rooms for members.

Please control click below for a short video.

[Century Country Club Video Presentation](#)

Position Overview

The successful General Manager (GM) at Century Country Club will need to be an approachable, visible, hands-on, and accessible leader to both the members and staff alike. The General Manager will guide all Club operations with a focus on delivering exceptional member services in support of the priorities established by the Club's Board of Directors and Committees.

The GM at Century Country Club will report to the Century Country Club president and coordinates with the Board of Directors and committee chairs. The GM has responsibility for all day-to-day operations of the Club, including coordination of staffing, amenities, and activities across all programs to ensure consistent service delivery to the membership and their guests. The GM will receive the support of active member committees in each of these primary areas. It will be essential to balance continued innovation in member services with continually improving the member experience.

This position requires a high degree of grace, visibility, and a strong eye for personalized service, which is critical for all team members to emulate. The GM should sincerely engage with all members and their guests. The role of GM at Century CC requires a strong embrace of the Westchester community values and enjoyment of a highly desirable community like Westchester County.

The General Manager's duties include but are not limited to:

- Provide proactive, high-quality leadership, and a positive image for Century Country Club, its facilities, and its amenities to the membership. Ensure that members receive premier service and treatment in all undertakings.
- Coordinate with the department heads to optimize the member experience across all events.
- Work with chairs of key member committees to ensure activities are coordinated across the entire Club.
- The development and execution of all standards and operating policies, which will be the foundation of a true service culture. The Club believes that great service is in paying attention to the small details.
- Set the standard for effective management, maintaining a high level of ethics, prudence, creativity, and productivity, and demonstrating a concern for the supervision and development of the staff.
- Establish and maintain effective working relationships with all staff.
- Recruit and hire staff, including seasonal staff, to support the ongoing operations of the CCC.
- Coordinate with the Executive Committee of the Board and direct reports on matters of compensation, recruitment, benefits, and performance, including disciplinary and other significant personnel issues.
- Oversee the clubhouse staffing and scheduling. Enforce service standards, housekeeping standards, and dress codes, and evaluate house personnel.
- Collaborate with the controller and committees to prepare the annual operating, capital, and dues budgets and forecasts.

- Keep the Executive Committee and appropriate committee chairs informed of all significant matters and problems.
- Manage and report on all operations and key projects to the Executive Committee and Board of Directors. Coordinate with committee chairs to develop and manage budgets for individual programs and events.
- Maintain high-functioning management information systems and work with staff to deliver robust reporting of relevant performance metrics.
- Negotiate and recommend contracts for Board approval, seeking competitive bids for larger projects.
- Provide a hands-on, visible presence, and operational leadership throughout all Club departments.
- Fosters the development of new and entrepreneurial concepts and activities for revenue generation and member enjoyment.
- Become an adept user of Club management technology as well as website management and other appropriate social media to facilitate membership communication.
- Continuously strive to operate the Club within the guidelines set forth by the Board of Directors, and at the same time, please the membership.
- The active promotion and positive representation of the Club to the community and all members and their families.
- Initiating directly and through department managers the emphasis on a member-first service culture that ensures, tradition, and member patronage and maximizes the use of the Club's facilities.

Attributes and Responsibilities

- An outgoing and friendly personality with a high potential to identify with and embrace the Club's unique culture.
- Have a passion and aptitude for teaching and training and the ability to develop and enhance training programs and checklists for all food service personnel and multiple outlets throughout the facility.
- Highly energetic; a self-starter with a "hands-on" approach to management.
- A strong sense of service with proven staff development and training skills.
- The active promotion of the Club to all members and their families. The General Manager is expected to interact with members daily; actively soliciting members' opinions and input as to the Club's facilities and service.
- Collaboration - Regularly works with other departments or projects.
- Decision Making - Resolves common problems and challenges regularly with high judgment. Looks at problems from many angles.
- Achieving Goals - Determines the best method to achieve goals and maintains the flexibility to ensure effective delivery of work. Continuously delivers high-quality results and is resilient in the face of obstacles.
- Teamwork - Fosters a collaborative team spirit. Actively helps and supports others. Deals with conflict in a positive manner.
- Strategic Thinking - Understands all the key departments and functions and how they work collectively to achieve larger goals. Provides advice, information, and direction to others to support the achievement of team and/or department goals. Recommends optimal approaches to address critical issues in the immediate and medium-term.
- An intelligent and articulate individual who can relate to people at all levels of an organization and possesses excellent written and oral communication skills. Must be able to communicate policies, procedures, regulations, reports, etc., to staff, members, and guests.
- Provides exceptional member service and uses prompt and responsive follow-through. Asks questions to identify members' needs and/or expectations. Ability to respond effectively to the most sensitive inquiries or complaints.
- Able to work in a rapidly changing work environment. Must be able to adapt to changes, manage competing demands, and can deal with frequent changes, delays, or unexpected events. Remain open to others' ideas and exhibit a willingness to try new things.
- Ability to envision the Club's future and continually come up with ways to improve the entire member experience.
- Possesses a good sense of humor and the ability to have fun.

Requirements

- Bachelor's degree in Hotel/Restaurant Management, business, or a related field and experience that provides the required skills and knowledge.
- Ten years minimum experience as General Manager in a similar position at a club or within a hospitality

environment.

- A Certified Club Manager (CCM) designation and a Certified Chief Executive (CCE) or working towards is considered a plus.
- A career path marked with stability and professional achievement.
- A person of exceptional character; motivated, energetic, friendly, and dedicated to the profession.
- A friendly and outgoing personality with strong communication skills and high visibility.
- Proficiency in Northstar Club Management Software is preferred but not required.
- The professional will be a lifelong learner continuing to research and understand industry trends.
- Excellent verbal and written skills.
- The ability to operate a computer to enter, retrieve or modify data utilizing Microsoft Word, Excel, Outlook, PowerPoint, email, ADP, internet, and other software programs at a high level of proficiency.
- Impeccable and verifiable references. All candidates will be subject to a thorough background check

Competitive Compensation & Benefits

- Competitive compensation/salary and an annual performance bonus
- Great Healthcare, Medical, and Dental benefits, HRA
- Short Term and Long Term Disability,
- Paid time off and work/life balance
- Participation in the Club's Simple IRA plan with club match
- Deferred Compensation Program
- Professional dues, educational allowance expenses in accordance with the annual budget
- Relocation assistance (if from outside the area)

To be considered for this outstanding opportunity all cover letters and resumes should be received as quickly as possible. All information received will be kept in the strictest confidence.

Professionals who meet or exceed the established criteria are encouraged to send a compelling cover letter addressed to Steven Guggenheimer, President outlining their qualifications, experience, interests, and why Century Country Club and the Westchester County area of NY will be beneficial for you, your family, and your career along with their resume to:

GSI Executive Search

Manny Gugliuzza, CCM, CCE
Principal and Search Consultant
mannyg@gsiexecutivesearch.com
732-618-8665

This position is available immediately.