



## Candidate Profile

General Manager/COO

Fountain Head Country Club

Hagerstown, Maryland | [www.fhcc1924.com](http://www.fhcc1924.com)

### Organization

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Founded in 1924, Fountain Head Country Club is located in Hagerstown, Maryland, a convenient, short drive from Pennsylvania, Baltimore, Virginia, Washington D.C., Western Maryland and West Virginia. This premier, full-service country club offers its members and guests a beautiful stone clubhouse, an original Donald Ross golf course, four tennis courts, outdoor aquatics, and fitness center. The elegant 60,000 square foot clubhouse features indoor and outdoor dining, both casual and more formal, as well as a large ballroom for weddings and special events with seating up to 300. The clubhouse was newly constructed in 2006. Hagerstown is an attractive bedroom community with its own cultural attractions and access to the larger metro areas such as Baltimore/Washington, Harrisburg, and Philadelphia.

The Club's annual gross revenues are \$4 million with food and beverage revenue of \$1.5 million. Total staff in season reaches 100 employees. The current membership is about 500 in all categories and growing.

Fountain Head seeks a full GM/COO to lead the team of veteran staff and has operated without this structure since 2009.

### Position Description

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The General Manager is in charge of all Club operations and must be a very visible and accessible leader to both the members and staff alike. The General Manager will guide the Club under the direction of the Board of Governors. The General Manager will act as the leader, mentor and liaison between all department heads and committees. He or she will be held accountable for all areas of the Club and will enable the board to avoid the short-term focus, allowing the board to focus on proper governance. The Club seeks an experienced, strong, well-rounded leader with particular experience in membership marketing, food and beverage management, and 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, attention to and recognition of the Club's loyal membership while providing leadership and guidance to its staff in order to achieve those goals.

### Responsibilities

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- The oversight of the work of all department heads and managers. In coordination with department heads, the recruitment, hiring, training, supervision and timely evaluation of all of the Club's staff. Compensation and benefits are to be administered consistently and must fall within the guidelines as mandated by the annual budget and Club policy.
- The General Manager will directly and through department heads emphasize a "member first" service culture that ensures member patronage and maximizes the use of the Club's facilities.
- The active promotion of the Club to all members and their families. The General Manager is expected to interact with members on a daily basis, actively soliciting member opinions and input as to the Club's facilities and services. Visibility and accessibility are paramount. The General Manager will respond to member complaints in a timely fashion and report significant issues to the President.
- The positive representation of the Club in the community, assisting as needed in the recruitment, orientation and retention of new and existing members.

- Financial guidance and reporting for all Club operations in accordance with acceptable accounting procedures. Such duties will involve the formulation of the annual operating and capital budgets to be coordinated with the Finance Committee, the Controller and department heads. The General Manager will operate the Club in accordance with the approved budgets and with the Controller report the financial condition to the Board of Governors on a monthly basis.
- Utilize a working knowledge of all facets of private club operations with an emphasis on food and beverage services, membership growth, social media presence, staff mentoring and the ability to drive member usage through program development.
- Demonstrate a reputation as an active and visible club leader, exhibiting a professional image and being responsive to member needs and feedback.

## Requirements

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The General Manager will be the consummate professional, well-versed in all facets of club administration. The ideal candidate will have a minimum of five years as a General Manager, Assistant General Manager or Clubhouse Manager in a traditional, comparable private club setting. Candidates will have a working knowledge of all facets of private club operations with a strong emphasis on food and beverage, membership marketing, financial management and strategic planning.

Attributes to include:

- The ability to work well with the Head Golf Professional and the Golf Course Superintendent who are valued members of the management team.
- Leadership skills with the ability to motivate a veteran staff with a commitment to quality and excellence.
- An outgoing and friendly personality with a high potential to identify with and embrace the Club's culture.
- Highly energetic; a self-starter with a “hands-on” approach to management.
- Excellent communication skills at all levels.
- A strong sense of service with proven staff development and training skills.
- Attention to detail with a sense of urgency.
- The ability to function in a committee-oriented environment and respond to the ideas and energies of the Club's standing committees. The ideal candidate must also have the ability to deal with a variety of personalities.
- Firm leadership skills to guide the Club's board governance and oversee the work of club committees.
- The 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 of tenure and accomplishment.
- The General Manager is expected to “set the pace” for all employees and to actively promote a positive and safe work environment where teamwork and cooperation are emphasized.
- A hospitality, business management or related degree is preferred.
- The CCM designation is a plus.
- Impeccable and verifiable references. All candidates will be subject to a thorough background review and must have an excellent credit record.

## Compensation and Benefits

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- A base salary and potential annual bonus
- Family health insurance in accordance with club policy
- Participation in the club's IRA plan.
- Standard benefits
- Relocation assistance
- A full CMAA package to include dues and education expenses, to be determined in each year's operating budget.

Professionals who meet or exceed the established criteria are encouraged to contact:

GSI Executive Search  
Scott McNett  
[Scott@gsiexecutivesearch.com](mailto:Scott@gsiexecutivesearch.com)  
314-854-1321