

Candidate Profile

General Manager
Saratoga Golf and Polo Club
Saratoga Springs, NY 12866
www.saratogagolfpoloclub.org



Organization

Founded in 1896, the Saratoga Golf and Polo Club is a traditional, family-oriented member-owned Club located in the beautiful city of Saratoga Springs, NY. With a population of 30,000, it is located at the base of the Adirondack Mountains. The area offers proximity to Lake George, the Saratoga Performing Arts Center, the historic Saratoga race track, and much more. SGPC was originally founded as a summer club for members visiting Saratoga. The Club's mission statement is guided by the philosophy of providing the greatest recreational and social pleasure to the members, to honor the Club's name by enhancing its reputation as a private members' Club of the highest standards for the Saratoga Springs community and its guests from around the world.

The Club's facilities boast an original 1896 Victorian-era, nine-hole golf course featuring a lovely view of the Adirondacks and practice facilities. In 2020, it was ranked by Golf Magazine #11 of the 50 best stand-alone 9-hole courses. There are four grass tennis courts, one clay court, and three hard courts as well as platform tennis courts and a warming hut. There is a newly renovated full-service pool, wading pool for the children, and a cabana offering food and beverage service. The Victorian-style clubhouse is one of Saratoga's early twentieth-century mansions that features multiple formal and informal dining rooms, bars, and meeting rooms.

The Club is comprised of 425 members with an average age of 49 years and has an extensive waiting list. Gross Dollar Volume at the Club is approximately \$3.2 million with Food and Beverage revenues of \$700,000. The Club is open 50 weeks out of the year and is open 6 days a week year-round. There are 14 Board of Managers with 10 committees: Executive, Communication, Financial Affairs, Ground and Facilities, Golf, House, Membership, Nominating, Pool, and Tennis.

Position Overview

The General Manager serves in the capacity of the Chief Operating Officer of the Saratoga Golf and Polo Club and will need to be a visible and accessible leader to both the members and staff alike. The General Manager will guide all Club operations under the direction of the Board of Managers. 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 that is the staff's responsibility allowing the Board to focus on proper governance. The well-respected current General Manager will be retiring after a successful 15 years of service. The Club seeks an experienced, strong, well-rounded leader with particular experience in membership marketing, financial management, member relations, and board and committee governance.

Direct Reports include: Comptroller, Golf Professional, Tennis Professional, Greens Superintendent, Executive Chef, Dining Room Manager, Head of Maintenance, and Pool Manager.

The General Manager duties include but are not limited to:

- 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.
- Sets the standard for effective management, maintaining a high level of ethics, prudence, creativity, productivity, and demonstrating a concern for the supervision and development of the staff.
- Ability to establish and maintain effective working relationships with all staff.

- The ability to collaborate with the Board to develop and execute a unified vision that will engage the membership in vibrant programming.
- Must be able to follow instructions, respond to management direction, and solicit feedback to improve performance. Must be detail-oriented, able to prioritize, multi-task, and plan work activities, and use time effectively.
- Initiating directly and through department managers the emphasis of a “member first” service culture that ensures, tradition, member patronage and maximizes the use of the Club’s facilities.
- Administration and oversight of the financial reporting for all Club operations that follows acceptable accounting procedures. Such duties will involve the formulation of the Club’s annual operating and capital budgets to be coordinated with the Club Treasurer and Executive Committee.
- The active promotion and positive representation of the Club to the community, reciprocal network, and all members and their families.
- Visibility, accessibility, and interaction with members daily, actively soliciting member opinions and input as to the Club’s facilities and services. He or she will report significant issues to the President.
- The development and execution of capital planning and projects consistent with the long-range strategic plan.
- Other duties as requested by the President.

Attributes and Responsibilities

- An outgoing and friendly personality with a high potential to identify with and embrace the club's unique culture.
- Leadership skills with the ability to motivate a veteran staff with a commitment to quality and excellence.
- 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.
- The ability to function in a committee oriented environment; to respond to the ideas and energies of the club’s Standing Committees. The ability to deal with a variety of personalities.
- 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.
- 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.

Requirements

- Bachelors Degree in Hotel/Restaurant Management, business, or a related field and experience that provides the required skills and knowledge.
- Five-year minimum experience as General Manager in a similar position at a club or within a hospitality environment.
- A Certified Club Manager (CCM) designation or working towards would be considered a plus as would a PGA.
- 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 Jonas Club Systems management software preferred but not required.
- The professional will be a lifelong learner continuing research and understanding 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.
- Medical, life insurance, and paid vacation.
- Professional dues and 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 by September 27, 2021, preferably earlier.

Professionals who meet or exceed the established criteria are encouraged to send a compelling cover letter outlining their qualifications, experience, and interests 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. The current retiring General Manager will assist the incoming General Manager to make for a successful transition.

