

CANDIDATE PROFILE

General Manager
Ausable Club / Adirondack Mountain Reserve
St. Huberts, NY

www.ausableclub.org

Video Profile Feature



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Organization

The Ausable Club is a seasonal private club located in the High Peaks Region of the world-renowned Adirondack Mountains. The property consists of a historic 40,000-square-foot clubhouse with 27 guestrooms, multiple dining outlets, a full-service restaurant and bar, a catering operation, and a wraparound porch that all have spectacular views of Giant Mountain and the golf course.

The Club is open from Memorial Day Weekend until Columbus Day with the height of the club's member season occurring from July 1st to August 31st. The shoulder seasons (June, September, and October) have limited services for members, and this period offers the opportunity for member-sponsored events such as large weddings and family reunions which represent an important revenue source for the club. The staging, planning, and successful execution of these events is an integral aspect of the General Manager position. July and August dining options include breakfast and lunch service on the clubhouse porch, light fare available in the clubhouse Bar, dinner service offered in the main dining room, and casual dinner service on the clubhouse porch.

Other amenities provided for the membership include a 9-hole golf course, 7 tennis courts, lawn bowling, a heated swimming pool and pool house with a playground area, and access to all trailheads in the 7,000-acre Adirondack Mountain Reserve. Members also have access to two private lakes, camp and lean-to rentals, guide boat and canoe rentals as well as championship fly-fishing on the Ausable River. There are approximately 50 private land-leased homes on club property close to the main clubhouse and 11 club cottages available for rentals for members and guests.

The Ausable Club and Adirondack Mountain Reserve Mission Statement

“The mission of the Ausable Club and the Adirondack Mountain Reserve is to preserve and protect the forests, lakes, mountain streams, and wildlife on our wilderness tract for the enjoyment of our members and, under the terms of a Conservation Easement in perpetuity to the State of New York, members of the public. We will preserve the forever wild character of this forest land and our property at St. Huberts in a manner appropriate to allow the enjoyment of their wilderness beauty. The mission also includes the operation of a club, with associated facilities, for the pleasure and respectful recreation of its shareholders.”

History

The Ausable Club in St Huberts, NY is the name of the club. The Adirondack Mountain Reserve (AMR), was formed in 1887 to save the lands around the former Beede Hotel from the lumber industry. Twenty-nine stockholders formed the AMR which purchased outright 25,000 acres of unspoiled forest, mountains, streams, and lakes.

The Reserve once owned most of the Adirondack High Peaks area. The club is also the home of the historic Adirondack Trail Improvement Society known as ATIS, which developed and still maintains many of the trails to the high peaks. ATIS is an independent but affiliated non-profit organization with an overlapping membership base. The Club benefits from the Ausable Club Preservation Foundation which was established in 2005 allowing members to make tax-deductible contributions for the exterior restoration, maintenance, and preservation of designated historic structures on the club campus. To date, approximately \$3M has been deployed for these purposes. The clubhouse property, previously known as St. Hubert's Inn, Beede House, or Beede Heights Hotel, is listed on the National Reserve of Historic Places.

Ausable Club / AMR Data

The Ausable Club's gross dollar volume is \$5.5m with dues of \$2.4m and annual food and beverage volume of \$1.25m (56% members, 44% events). The club has an active membership where the membership takes full advantage of all amenities which include; golf, tennis, swimming, boating, hiking, fishing, and lawn bowling. There are currently 477 members in all categories with a waiting list and the average age of the membership is 63 years old. Approximately 50% of the members live off campus in the neighboring communities of Keene Valley, Keene, and St. Huberts.

The current initiation fee is \$15,000. Annual dues are \$7,000. There are 14 Board members and 15 standing committees which include: Audit, Finance, Grounds, Membership, Archives, Fishing, House, Nominating, Buildings, Forest, Lakes and streams, Investment, Project Coordinating, Golf, Lawn Bowl, and Tennis. The Ausable Club has 22 year-round/annual staff members and employs about 75 seasonal employees in peak season through J-1 Summer Work & Travel, H-2B visa staff, and the J-1 program for international students. Administrative services remain open year-round.

The General Manager's direct reports (12) include the Clubhouse Manager (seasonal), Director of Finance, Superintendent, Director of Human Resources, Front Desk and Event Sales Manager, Golf Course Superintendent, Executive Chef (seasonal) Housekeeping Manager, Membership, Marketing, and Communications Director, Head Golf Professional (seasonal), Pool Director (seasonal) and the Head Tennis Professional (seasonal).

[Please control click here for a short video.](#)

Position Overview

The successful General Manager (GM) will play a pivotal role in the continued success and preservation of the Ausable Club and Adirondack Mountain Reserve, serving as a steward of the club's history, traditions, and a preservation-oriented mission while ensuring a world-class experience for its members and guests. The GM will provide visionary leadership to maintain and enhance the unique character and mission of the Ausable Club and Adirondack Mountain Reserve and foster a collaborative, service-oriented, and professional team culture. The successful candidate will need to be a hands-on, visible, and accessible leader to both the membership and staff alike and will guide all operations with a focus on delivering exceptional member services in support of the priorities established by the Board of Directors.

The GM will report to the President of the Board of Directors and have responsibility for all day-to-day operations including coordination of staffing, training, amenities, and activities across golf, tennis, pool, and other programs to ensure consistent service delivery. 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 the preservation of the club's beloved traditions.

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 new GM needs to engage with every generation of family members and their guests. The role requires a strong embrace of communal values, stewardship, and enjoyment of a highly desirable small-town community is essential since the activities and relationships both in the Club and outside its confines are often linked.

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

- Provide proactive, high-quality leadership and a positive image for the Club and the community, facilities, and amenities to the membership. Coordinate with all department heads to optimize the member experience.
- Provide mission-aligned visionary leadership to maintain and enhance the unique character and mission of the Ausable Club and the AMR. Foster a collaborative service-oriented and professional team culture.
- The development and execution of all standards and operating policies will be the foundation of a member's service culture. The Club believes that great service is in paying attention to the small details. Manage functions as needed and act as a facilitator for requests from committees and staff. Organize and manage the logistics and member experience at major events.
- Set the standard for effective management, maintaining a high level of ethics, prudence, creativity, and productivity, and demonstrating a concern for supervision, mentoring, and development of the staff.
- Ability to establish and maintain effective working relationships with both seasonal and year-round staff. Recruit and hire staff, including seasonal staff, to support the ongoing operations with a strong emphasis on training.
- Oversee the Clubhouse staffing and scheduling. Enforce service standards, housekeeping standards, and dress codes, and evaluate house personnel.
- Coordinate with the Board and direct reports on matters of compensation, recruitment, development, benefits, and performance, including disciplinary and other significant personnel issues.
- Collaborate with the Director of Finance, treasurer, and committees to prepare the annual operating and capital, budgets and monthly forecasts. Analyzes financial information, monitors budgeted versus actual expenditures, and advises the board about variances and their potential causes; recommends corrective actions to help ensure that budget goals are met
- Uphold a strong commitment to land conservation and sustainable land management, working closely with state and regulatory agencies.
- Keep the Board of Directors informed of all significant matters.
- Maintain high-functioning management information systems, and work with staff to deliver robust reporting of relevant performance metrics. Prepares a full report of the year's financial operations for presentation at the annual meeting.
- Negotiate and recommend contracts for Board approval, seeking competitive bids for larger projects. 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.
- The active promotion and positive representation of the Club to the community, reciprocal network, and all members and their families. Act as a liaison with local communities and organizations to foster positive relationships and cooperation.
- Oversee the maintenance of all facilities.

Attributes and Responsibilities

- An outgoing and friendly personality with a high potential to identify with and embrace the Club's unique culture and traditions. A deep love and appreciation for the outdoors, and a strong commitment to member values and club tradition.
- Highly energetic; a self-starter with a "hands-on" approach to management. Excellent communication skills at all levels.
- The ability to function and participate in a committee-oriented environment is a critical attribute of the club's governance structure and important to the membership which makes recommendations to the board.
- "Set the pace" for all employees and 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 and interact with members daily. Remains calm under pressure, executes events smoothly, and possesses an easy sense of humor.
- Has strong organizational and time management skills.

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- Has a professional appearance and demeanor and expects the same from his or her staff. Actively and appropriately delegates tasks to staff to maximize the effectiveness of the GM role. Is a hands-on leader who will get things done quietly while engaging with all constituencies.
- Highly motivated professional who is passionate and who enjoys full member engagement

Requirements

- Bachelor's Degree in Hotel/Restaurant Management; with business, or related field experience that provides the required skills and knowledge expected.
- Five-year minimum experience as General Manager in a similar position at a private club or within a hospitality environment. An exceptional Assistant General Manager "rising star" with the proper training and mentorship would be considered.
- A Certified Club Manager (CCM) designation is preferred.
- 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.
- The professional will be a lifelong learner continuing research and understanding industry trends.
- The ability to operate a computer to enter, retrieve, or modify data utilizing Club Essential, Microsoft Word, Excel, Outlook, PowerPoint, email, 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

- Compensation salary range of \$235,000 to \$300,000 commensurate with experience, an annual performance bonus, healthcare coverage, short-term/long-term disability, and paid time off.
- Participation in the club's defined contribution savings plan (401k)
- Professional dues, educational allowance, and other expenses in accordance with the annual budget. Life Insurance.
- 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 but no later than December 15th, 2023. All information received will be kept in strict confidence.

Professionals who meet or exceed the established criteria are encouraged to send a compelling cover letter addressed to Mr. Chris Clark, Search Chair, outlining their qualifications, experience, interests, and why the Ausable Club / AMR and the High Peaks Region of the Adirondacks lifestyle would be beneficial for you, your family, and your career along with their resume to:



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