

CANDIDATE PROFILE

General Manager/Chief Operating Officer
Manasquan River Golf Club
Brielle, NJ 08730

www.mrgc.com

Video Profile Feature



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Organization

Mission Statement

Manasquan River Golf Club is a traditional, private membership, family-oriented golf club dedicated to providing the highest quality golfing experiences to players at all levels, as well as providing the highest quality dining and social activities for the enjoyment amongst its members and their guests.

Vision Statement

The team members of Manasquan River Golf Club are expected to utilize all resources available to provide an unparalleled golf or social experience and to do so at a level that exceeds member and guest expectations. This shall be applied by adopting a philosophy of “GOING ABOVE AND BEYOND TO EXCEED MEMBER EXPECTATION.”

The member-owned, private Manasquan River Golf Club, founded in 1922 is often referenced as the “jewel” of all golf clubs at the Jersey Shore, located in Brielle, NJ in the heart of Monmouth County. MRGC is located “right in the middle” of New Jersey. It is about an hour away from both New York City and Philadelphia and convenient to international airports, Atlantic City, and Trenton. The beaches in Monmouth County are spectacular and popular destinations for residents and visitors alike. There are abundant outdoor recreational opportunities which include great parks, water sports, and boating. There are plenty of educational options abound with excellent public and private schools and plenty of higher education establishments.

The Club’s excellent amenities include:

- A Championship 18-hole Robert White golf course which was restored by Ron Prichard and later renovated by Andrew Green
- A full well-appointed Golf Pro Shop
- An indoor Learning Center
- Golf Simulator rooms
- A well-appointed Clubhouse with magnificent views overlooking the Manasquan River
- Multiple dining venues including the Main Dining Room, The Fairway One Patio Grill, Mixed Grill, Great Room, The Riverview Grill Room, and the Riverview Patio Terrace.

Manasquan River Golf Club’s gross dollar volume exceeds \$7.6m with dues of \$4.5m, and annual Food and Beverage volume of \$2.1m and is expected to grow. The Club hosts 23,000 rounds of golf per year. There are currently 712 memberships and the average age of the membership is 66 and trending lower.

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The current full initiation fee is \$75,000 with a very large waiting list. Full dues are approximately \$12,000. There are 13 Board members and 11 standing committees which include: Greens, House, Finance, Membership, Golf, Buildings Maintenance Committee, Communications Committee, Course Utilization Committee, Strategic Planning, Nominating, and Business and Legal. Manasquan River Golf Club has 75 FTE staff members and employs over 150 in season. There is some housing available for temporary and seasonal staff. The Club is open six days a week from Memorial Day to Labor Day and five days a week from October – May. The Club closes in February annually to partake in annual maintenance and repairs.

The General Manager/Chief Operating Officer's direct reports include: the Controller/Membership Director, Director of Human Resources/AP/AR, Director of Communications, Engineer, Golf Course Superintendent, Head Golf Professional, and the Clubhouse Manager.

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

Position Overview

The successful General Manager/Chief Operating Officer (GM/COO) at Manasquan River Golf Club will need to be an approachable, visible, hands-on, and accessible leader to both the members and staff alike. The GM/COO 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 Trustees and committees. The GM/COO is a partner with the Governing Board in achieving the Club's mission and discusses issues confronting the Club with the Governing Board. He/She also assists the Governing Board in developing a format for assessing the progress of the Club and reviews any issues of concern with the Governing Board.

The Board is desirous of attracting a relevant professional who understands current industry trends and can deliver on high standards of all operational aspects, therefore enabling the Board of Trustees to be more strategically focused in their capacity. As an advisor to the Board, the GM/COO will make meaningful recommendations backed by sound arguments and facts. A new GM/COO must be a capable advisor and fully engaged operational leader, to continue the strong GM/COO governance model that has proven effective for many years.

The GM/COO at Manasquan River Golf Club will report to the president and coordinates with the Board of Trustees and committee chairs. The GM/COO 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/COO 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/COO should sincerely engage with all members and their guests. The role of GM/COO at Manasquan River Golf Club requires a strong embrace of the Jersey Shore community values and the enjoyment of a highly desirable community like Monmouth County.

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

- Provide proactive, high-quality leadership, and a positive image for MRGC, 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.

- 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, department heads, 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 Trustees. Coordinate with committee chairs in conjunction with department heads 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 Trustees, 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.
- 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/COO 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. In lieu of a degree, substantial private club or hospitality experience will be considered.
- Seven to ten years minimum experience as General Manager/COO or in a similar position at a club or within a hospitality environment such as a luxury resort, or high-end hotel with an emphasis on hospitality.
- A Certified Club Manager (CCM) designation and a Certified Chief Executive (CCE) or working towards would be considered a plus as well as a Masters Degree in Hospitality.
- 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 Clubsystems Group computer software or similar 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, 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 Life Insurance
- Short Term Disability
- Paid time off and work/life balance
- Participation in the Club's Simple Retirement Plan combined with an employer contribution match after specified requirements
- Professional dues, educational allowance expenses, and other 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 but no later than August 14, 2023. All information received will be kept in the strictness of confidence.

Professionals who meet or exceed the established criteria are encouraged to send a compelling cover letter addressed to Mr. Andrew Kelly, President outlining their qualifications, experience, interests, and why Manasquan River Golf Club and the Jersey Shore area will be beneficial for you, your family, and your career along with their resume to:



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