

CANDIDATE PROFILE

General Manager
Mendham Golf & Tennis Club
Mendham Township, NJ

www.mendhamgolfandtennis.com

Video Profile Feature



[Click here to watch](#)



Organization

Mendham Golf and Tennis Club is a private, family-oriented golf and racquet club founded in 1958 with a socially inclusive atmosphere, featuring excellent facilities in an idyllic, environmentally sustainable setting. Located in the beautiful suburbs of Mendham, NJ, and Morris County. Morris County is considered one of the best places to live in New Jersey and is located a short drive to New York City (45 minutes) and 100 miles from Philadelphia. Morris County is filled with great schools from elementary schools to High Schools and Colleges. There are plenty of family activities, dining options, and historic sites to visit.

Amenities at the Club include an 18-hole championship golf course, a par three 9-hole course referred to as “the Links” a driving range for use of all clubs with a segregated instruction tee with “the Loft” an indoor simulator, two practice putting greens, and a short game area. There are 5 har-tru tennis courts and four platform tennis courts, and there are plans for future Pickleball courts on the town planning board agenda. The Club completed a renovation and expansion of the Main Clubhouse building and Grill room in 2023. The Club has also embarked on a three-year golf course enhancement plan with the front nine completed in 2023 and the back nine to be completed in 2024-2025. In many ways, MGTC has changed dramatically during its 60-plus years of existence but retains its informality, “family and friends” attitude and unique culture. Most importantly, the Membership takes pride in the participative approach to Club governance and operations, with almost one-half of the members participating in its various committees and activities at any one time. At its core, the Club is committed to a membership experience based on the enjoyment of golf and racquet sports, with outstanding facilities and programs.

Mendham’s gross dollar volume is \$5.2m with dues of \$4m, and annual Food and Beverage volume of \$750,000. The Club does not permit banquets (only member-hosted events) and no outside golf outings. The Club hosts approximately 21,000 rounds of golf per year. There are currently 442 memberships (320 Full Golf, 64 Racquets only, and 58 others), and the average age of the membership is 58 and trending lower.

The current full initiation fee is \$30,000. Full dues are \$14,500. There are 11 Board members and 13 standing committees which include: Executive, Green (Grounds and Maintenance), Racquets, Facilities, Food and Beverage, Golf, Membership, Administrative, Long Range Planning, Handicap, Finance, Next Gen, and Technology. Mendham has 22 year-round staff members and employs about 90 in peak season. The club is open year-round. The food and beverage operation is open from mid-March to mid-December Tuesday through Sunday.

The General Manager’s direct reports include the Green’s Superintendent, Racquets Professional, Head Golf Professional, Clubhouse Manager, Accounting manager, and the Director of Membership Marketing and Engagement.

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

Position Overview

The successful General Manager will need to be a visible, hands-on, and accessible leader to both the members and staff alike. The General Manager will guide all operations with a focus on delivering exceptional member services in support of the priorities established by the Board of Governors.

The GM will report to the President of the Board of Governors and have responsibility for all day-to-day operations including coordination of staffing, amenities, and activities across golf, tennis, 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 GM should sincerely engage with the membership and their guests. The role requires a strong embrace of community values and enjoyment of a highly desirable community, where 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. Ensure that members receive premier service and treatment in all activities.
- Coordinate with all department heads to optimize the member experience across all events. Work with committee chairs to ensure activities are coordinated across the entire club.
- The development and execution of all standards and operating policies will be the foundation of a member's first 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 the supervision 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.
- Coordinate with the Board and direct reports on matters of compensation, recruitment, development, 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 accounting manager treasurer, and committees to prepare the annual operating and capital, budgets, and monthly forecasts.
- Keep the Board of Governors informed of all significant matters.
- 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. 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 Governors, and at the same time, please the membership.
- The active promotion and positive representation of the Club to the community, reciprocal network, and all members and their families.
- 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.
- Highly energetic; a self-starter with a "hands-on" approach to management. Excellent communication skills at all levels.
- The ability to function in a committee-oriented environment.

- “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 resolves conflicts or complaints.
- Possesses a good sense of humor and an ability to have fun. Has strong organizational and time management skills.
- 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, business, or a related field and experience that provides the required skills and knowledge preferred.
- Five-year minimum experience as General Manager in a similar position at a private club or within a hospitality environment.
- 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 Jonas, 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 Healthcare coverage, Medical and life Insurance
- Participation in the Club's Retirement Plan Paid Vacation with life/work balance.
- Professional dues, educational allowance, 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 October 16th, 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. Ross Hosking, Search Committee Chair, outlining their qualifications, experience, interests, and why Mendham Golf & Tennis Club and the Morris County area of New Jersey will be beneficial for you, your family, and your career along with their resume to:



Manny Gugliuzza, CCM, CCE
Principal and Search Consultant



mannyg@gsiexecutivesearch.com



732-618-8665

GSI Executive Search has been serving the private club industry for over twenty years, providing a wide range of executive search and placement services. In addition to GM searches that have been performed recently, GSI consultants have done over 70 GM searches around the US in the last two years.