gsi ExecutiveSearch

CANDIDATE PROFILE

Senior Director of Operations
Haworth Country Club
Haworth, NJ

www.Haworthcountryclub.com

Haworth COUNTRY CLUB

Watch a short video on this opportunity.

The Organization

Established in 1965, Haworth Country Club is a distinguished private, non-equity club situated on approximately 175 acres in Haworth, New Jersey. The Club offers an exceptional golf, dining, and social experience in a welcoming, contemporary setting. Its entrepreneurial approach emphasizes personalized service, operational excellence, and a commitment to its diverse membership.

Haworth continues to invest in its facilities and infrastructure, reflecting ownership's commitment to maintaining and enhancing the Club. Current and planned improvements include the replacement of bridges on the golf course, a comprehensive clubhouse refresh, upgrades to HVAC systems, and the installation of a new golf course irrigation system scheduled for 2027. These investments, along with other ongoing enhancements, demonstrate a commitment to the Club's long-term success and an exceptional member experience.

The centerpiece of the Club is its 18-hole championship golf course, redesigned by renowned architect Robert Trent Jones Jr. in 2000. Haworth holds the distinction of being the first country club in the Northeast to host a sectional qualifier for the U.S. Adaptive Open Championship, showcasing some of the world's finest golfers with disabilities. Complementing the golf facilities is the Haworth Tennis, Pickleball & Fitness Center, a separate operation managed by the Club and open to the public. The Center features seven indoor tennis courts, pickleball, and fitness facilities. The golf course and clubhouse food and beverage operations are seasonal, closing approximately December 1 and reopening towards the end of March. The Haworth Tennis, Pickleball & Fitness Center, however, remains open year-round, providing continuous recreational programming and services.

Dining and special events are integral to the Haworth experience. The Club offers American and Asian-inspired cuisine, reflecting the diversity of its membership. Its facilities accommodate member gatherings, weddings, corporate functions, golf outings, and private celebrations, with an emphasis on quality, consistency, and attentive service.

Haworth is distinguished by its multicultural membership, progressive management philosophy, and welcoming atmosphere. The Club values cultural awareness, adaptability, and contemporary hospitality while emphasizing employee development, operational excellence, and an exceptional member experience. Located in desirable Bergen County, Haworth offers excellent schools, diverse dining, recreational and cultural opportunities, and convenient access to New York City.

HAWORTH COUNTRY CLUB DETAILS:

- Approximate Gross Dollar Volume: Approximately $7 Million
- Approximate Food & Beverage Volume: Approximately $1 Million
- Membership: Approximately 420 Members
- Rounds of Golf: 20,000
- Initiation Fee: $20,000
- Annual Dues & Fees: Approximately $14,000
- Direct Reports to the Senior Director of Operations: 5
- Direct reports include the Finance Manager, Director of Food & Beverage, Director of Golf, Golf Course Superintendent, and the Director of Tennis.

Position Overview

- The Senior Director of Club Operations will serve as a key member of Haworth Country Club's executive leadership team, reporting directly to the General Manager and assuming responsibility for the Club's day-to-day operations, ensuring exceptional service, operational efficiency, and consistency across all departments.
- Provide direct leadership and oversight to all department directors, including accounting and bookkeeping, establishing clear expectations, strengthening communication, and fostering a culture of teamwork, accountability, and continuous improvement.
- Partner closely with the General Manager to evaluate and enhance the Club's organizational structure, operating systems, staffing, and management practices, identifying opportunities to improve efficiency, productivity, and overall performance.
- Maintain strong financial oversight of daily operations, including departmental budgets, labor management, cost controls, purchasing, and financial reporting, ensuring sound business practices and responsible management of Club resources.
- Embrace and preserve Haworth's distinctive entrepreneurial and multicultural culture through a visible, approachable, and adaptable leadership style that promotes employee development, exceptional hospitality, and a consistently positive member experience.

Responsibilities

- Provide comprehensive leadership and oversight of the Club's day-to-day operations, ensuring exceptional service, operational efficiency, consistency, and accountability across all departments.
- Maintain a highly visible and approachable presence throughout the Club, actively engaging with members, guests, and employees while addressing concerns and opportunities for improvement with professionalism and diplomacy.

- Directly supervise, mentor, and develop all department directors, including oversight of accounting and bookkeeping, establishing clear expectations, effective communication, and measurable accountability.
- Partner with the General Manager to evaluate and strengthen the Club's organizational structure, staffing, operating systems, policies, and procedures, identifying opportunities to improve efficiency and overall performance.
- Establish and maintain high standards of hospitality, service, cleanliness, presentation, and facility maintenance throughout the Club, with particular attention to food and beverage, banquets, golf, recreation, and member services.
- Oversee departmental budgets, financial reporting, labor management, purchasing, and expense controls, identifying opportunities to enhance revenues, productivity, and financial performance.
- Lead employee recruitment, training, coaching, performance management, and professional development, fostering a collaborative workplace that embraces Haworth's multicultural membership, entrepreneurial culture, and commitment to continuous improvement.
- Oversee the planning and execution of member events, banquets, golf outings, and recreational programming while evaluating vendor relationships, service contracts, and operational needs to ensure quality and efficiency.
- Maintain close communication with the General Manager regarding operational performance, staffing, financial results, and emerging challenges, providing sound recommendations and ensuring the effective execution of established priorities.

Attributes

- A highly visible, approachable, and engaged leader who builds genuine relationships with members, guests, and employees while demonstrating a strong commitment to exceptional hospitality.
- A confident, collaborative, and empowering executive who earns the respect of department directors, communicates effectively, and inspires teamwork, accountability, and professional growth.
- Culturally aware, adaptable, and open-minded, with a contemporary management style that embraces Haworth's diverse membership, entrepreneurial environment, and less traditional club culture.
- Demonstrates sound judgment, decisiveness, and integrity, with the confidence to make difficult decisions, resolve challenges, and handle sensitive matters with professionalism and discretion.
- An organized, proactive, and results-oriented leader with strong attention to detail, excellent follow-through, and the ability to balance competing priorities in a demanding operational environment.
- Personable, energetic, and even-tempered, with a genuine passion for hospitality, a positive attitude, and the ability to build trust and strong working relationships at every level of the organization.

Requirements

- Minimum of 5 years of progressive senior leadership experience in a private club, resort, hotel, or comparable upscale hospitality environment with diverse, multi-departmental operations.
- Bachelor's degree in Hospitality Management, Business Administration, or a related field preferred. Significant relevant leadership experience may be considered in lieu of formal education.
- CMAA involvement and professional certification, particularly the Certified Club Manager (CCM) designation, are preferred but not required.
- Demonstrated success overseeing multiple departments, developing management teams, establishing accountability, and implementing operational systems and service standards.
- Strong food and beverage and banquet operations experience, with a proven ability to deliver exceptional hospitality, maintain quality standards, and achieve financial objectives.
- Strong financial acumen, including operating budgets, forecasting, financial reporting, labor management, purchasing, cost controls, and revenue optimization.
- Excellent communication, organizational, and problem-solving skills, with the ability to work effectively with ownership, senior leadership, department directors, employees, and a culturally diverse membership.
- A progressive career history demonstrating stability, professional growth, and measurable accomplishments, supported by outstanding professional references. Final candidates will be subject to comprehensive background and reference checks.

Competitive Compensation

- The Club will offer a highly competitive compensation package, including base salary, performance-based incentive compensation and a comprehensive benefits program commensurate with experience and qualifications.
- Comprehensive medical, dental.
- Competitive paid time off and vacation program.
- Participation in the Club's 401(k) retirement savings plan.
- Professional dues, continuing education allowance and support for approved industry-related development opportunities and customary executive benefits.

To be considered for this exceptional leadership opportunity, interested candidates are encouraged to submit their materials as soon as possible. All resumes, cover letters, and related materials will be handled with the highest level of professionalism, discretion, and strict confidentiality throughout the search process.

Qualified professionals who meet or exceed the outlined criteria are encouraged to submit a thoughtful and compelling cover letter addressed to Emily Kuo, General Manager. The letter should highlight the candidate's qualifications, leadership experience, professional accomplishments, and interest in the position, while also sharing why Haworth Country Club represents an attractive opportunity for them personally and professionally. Candidates should submit their cover letter along with a current resume to:

Manny Gugliuzza, CCM, CCE

Principal & Search Consultant

mannyg@gsiexecutivesearch.com

732-618-8665