

CANDIDATE PROFILE

General Manager / Chief Operating Officer
Irondequoit Country Club
Pittsford / Rochester location, New York



www.irondequoitcc.org

[Watch a short video on this opportunity.](#)

The Organization

Founded in 1916, Irondequoit Country Club is a premier, member-owned private club located in Pittsford, New York. The Club is known for its strong traditions, welcoming family culture, and commitment to providing an exceptional member experience.

The centerpiece of ICC is its championship 18-hole Donald Ross-designed golf course, set across approximately 130 acres. The Club also offers extensive practice facilities and a strong golf program for players of all ages and abilities.

Beyond golf, members enjoy tennis, pickleball, platform tennis, swimming, fitness, and a variety of family and recreational activities. Recent multi-million-dollar improvements include clubhouse renovations, expanded outdoor dining, the Courtyard Café, golf and practice facility enhancements, and a new Recreation Center.

Dining, social activities, and special events are an important part of Club life. ICC continues to respect its history and traditions while investing in its facilities, programs, and people to meet the changing needs of its membership.

The Rochester area offers an outstanding quality of life with excellent schools, universities, and healthcare, a strong arts and cultural community, and an attractive cost of living. The Finger Lakes, Lake Ontario, wineries, skiing, and year-round outdoor recreation are all nearby, making the region an appealing place to live and raise a family.

IRONDEQUOIT COUNTRY CLUB DETAILS:

- Approximate Gross Dollar Volume: Approximately \$6 Million
- Approximate Dues Volume: \$2.8 Million
- Approximate Food & Beverage Volume: Approximately \$2 Million
- Membership: Approximately: 341 Members

- Average Member Age: 55
- Initiation Fee: \$40,000
- Annual Dues & Fees: Approximately \$16,000
- Board of Governors: 12 Members
- Standing Committees: 7
- Direct Reports to the GM/COO: 6
- Direct reports to the General Manager/COO include the Head Golf Professional, Golf Course Superintendent, Membership & Marketing Director, Executive Chef, Clubhouse Manager, and the Controller.
- The Club currently maintains 7 standing committees, including Finance, Governance, Membership, House, Golf, Greens & Grounds, and Pool & Recreation.

Position Overview

- The General Manager/COO of Irondequoit Country Club will be a proven, visible, approachable, and engaged leader who builds strong relationships with members and staff.
- Working closely with the Board of Governors, the GM/COO will provide strong leadership, sound operational guidance and clear recommendations supporting the Club's immediate priorities and long-term direction. The GM/COO will maintain the appropriate balance between Board governance and management.
- Reporting to the President, the GM/COO will oversee all Club operations, financial performance, staffing, and member services. The successful candidate will establish clear expectations and create a culture of accountability, communication, teamwork, and consistent execution.
- Developing and retaining a strong team will be a priority. The GM/COO must be an effective communicator and mentor who recognizes strong performance, addresses issues directly, and builds trust throughout the organization.
- The successful candidate will bring executive presence, sound judgment, integrity, and a genuine passion for hospitality. Respect for Irondequoit's history and traditions, balanced with the ability to move the Club forward, will be essential.

Responsibilities

- Provide strong, visible leadership across all areas of Club operations while reinforcing a welcoming, member-focused culture.
- Protect and strengthen Irondequoit Country Club's culture, traditions, and organizational values.
- Partner closely with the Board of Governors and committees to execute strategic priorities, provide sound recommendations and support effective governance.
- Oversee all Club operations, ensuring strong coordination, consistent standards and accountability across departments.
- Recruit, develop and mentor a high-performing leadership team while fostering professionalism, collaboration and mutual respect throughout the staff.
- Lead the Club's financial management with accountability for budgeting, forecasting, long-term capital planning, financial reporting, and sound fiscal controls, while working collaboratively with the Board of Governors to support the Club's financial health and long-term objectives.

- Continually elevate the member experience through exceptional service, communication, programming and attention to detail.
- Lead and support membership recruitment, retention, and engagement efforts by strengthening the Club's value proposition, enhancing the member experience, and creating an environment that encourages participation, satisfaction, and long-term membership.
- Identify opportunities for innovation, operational improvement and responsible revenue growth while respecting the traditions and character of ICC.

Attributes

- A highly visible, approachable and engaged leader who enjoys interacting with members, families and staff and is comfortable being present throughout the Club.
- A confident and collaborative leader who sets clear expectations, develops strong teams, holds people accountable, and creates a culture of trust, communication, and high performance.
- Demonstrates sound judgment and confidence, with the ability to make thoughtful decisions and handle sensitive situations with professionalism and discretion.
- An effective communicator and attentive listener who can connect comfortably with members, staff, the Board and committees.
- Possesses exceptional attention to detail, recognizing that the small things matter and that consistency, presentation, and follow-through are essential to an outstanding member experience.
- Service-minded and responsive, with strong follow-through and a genuine understanding of the expectations of a premier private club membership.
- Adaptable and results-oriented, with the ability to establish priorities, manage change, and maintain consistency in a busy, year-round club environment.
- Forward-thinking while respectful of ICC's history and traditions, bringing fresh ideas, energy and an appropriate sense of humor to the leadership role.

Requirements

- Bachelor's degree in Hospitality Management, Business Administration, or a related field preferred. Significant progressive private club leadership experience may be considered in lieu of formal education.
- A minimum of 5–7 years of progressive senior leadership experience as a General Manager, Chief Operating Officer, Assistant General Manager, or comparable executive within a member-owned private club or similar high-end hospitality environment, with a demonstrated record of leading people, building strong teams, establishing accountability, and positively influencing organizational culture.
- Certified Club Manager (CCM) designation strongly preferred. Certified Chief Executive (CCE) designation or continued professional development within the club management profession is a plus.
- Strong financial acumen with demonstrated responsibility for developing, managing, and achieving the Club's annual operating budget, including disciplined expense management, forecasting, financial reporting, capital planning, and accountability for financial performance.
- Broad knowledge of private club operations, including food and beverage, golf, racquet and recreational amenities, events, facilities and member services.
- A strong understanding of private club governance and the ability to work effectively with a Board of Governors, committees and volunteer leadership.

- Proven experience developing and leading high-performing teams, establishing operational standards and creating accountability throughout an organization.
- A career history demonstrating stability, progressive leadership responsibility, and meaningful accomplishments, with clear examples of having positively influenced culture, team performance, member experience, and organizational results.
- Proficiency with current business and club management technology. Experience with Jonas Club Management Software is preferred but not required.
- Final candidates must provide outstanding professional references and complete a comprehensive background review.

Competitive Compensation

- Irondequoit Base Salary Range: \$170,000 to \$200,000, commensurate with experience and qualifications.
- Performance-based annual incentive opportunity based on clearly defined metrics.
- Comprehensive medical, dental, vision, and life insurance benefits, including short- and long-term disability coverage.
- Competitive paid time off and vacation program.
- Vehicle and mobile phone allowance.
- Professional dues, continuing education, and support for approved industry-related development opportunities.
- Relocation assistance for the successful candidate, if applicable.

To Be Considered

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 Bill Sally, President. The letter should highlight the candidate's qualifications, leadership experience, professional accomplishments, and interest in the position, while also sharing why Irondequoit Country Club represents an attractive opportunity for them personally, professionally, and for their family. Candidates should submit their cover letter along with a current resume to:



Manny Gugliuzza, CCM, CCE
Principal & Search Consultant



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