

Candidate Profile

Assistant General Manager
Old Baldy Club
Saratoga, Wyoming
www.oldbaldyclub.com



Club Background

Reports to: General Manager and the President of the Board

Old Baldy Club in beautiful Saratoga, Wyoming offers members and their guests a unique western experience in an elegant setting. Set in the grand landscape of Wyoming's cowboy country, Old Baldy Club began as one man's vision of a retreat where friends could gather in comfort to test their skills on the golf course and along a trout stream. Over fifty years later, Old Baldy Club still pays homage to its founding traditions, while catering to the broad range of interests of today's clientele. More than just a golf or fly-fishing club, Old Baldy Club combines a variety of outdoor activities with fine dining and superior accommodations. This scenic and peaceful locale, named after a nearby mountain, is an exclusive private club in a secluded and quiet valley surrounded by snowcapped peaks just outside the town of Saratoga, in south-central Wyoming. The Club is dedicated to providing its members and their guests superb outdoor experiences and excellent service. Our dedicated and professional staff assures a first-class experience with a personal touch.

The Club was established in 1962 by George B. Storer, then the President of Storer Broadcasting. The Storer family had been long-term visitors to the Platte Valley region for riding, fishing and limited golf. To expand these opportunities, and add shooting plus fine dining and parties, George built the Club overlooking the North Platte River. To accommodate his friends and their families, a Clubhouse, Lodge, Cottages, Tackle Shop, Golf Shop and Salon were constructed. The 18-hole championship golf course was designed by Henry Hughes, a noted architect in the Rockies. The design was a high elevation, seasonal course with tight fairways and elevated greens that would become even tighter as the thousands of trees grew. Over the decades since, the Hughes design has stood the test of time and the Club established, and has continued, the traditions of weekly cookouts on the North Platte River, specialty dinners, tournaments and special events.

The Old Baldy Club enjoys an active membership roster with over 165 members. Total revenue is \$4.5m with Food and Beverage revenue approximately \$1.5m. The Club has several long-tenured employees who are well respected by the Board and membership. OBC has 14 full-time staff and 89 total employees in season.

Besides the golf course, the Club also features lodging, extensive fishing, river floats, horseback riding, hiking, shooting, tennis, pickleball, a swimming pool, a fitness center and a spa. OBC is a seasonal Club (the primary season is June through early October), but has limited access in the winter months, with cross country skiing, snowmobiling, and ice fishing.

Clubhouse dining amenities include traditional member dining and a full calendar of events. Events range from the well-attended wine dinners and several popular member functions scheduled throughout the year.

Position Description

The Assistant General Manager (AGM) will demonstrate the executive skills and leadership strength to identify and execute club industry best practices while upholding the strong service traditions that are important to the Club membership. He or she must be a visible and accessible leader to both the membership and staff. A polished presence is mandatory, allowing the AGM to engage with the different constituencies who enjoy the Club.

The AGM will report directly to the General Manager and the President of the Board and will be responsible for all day-to-day operations. The AGM will also partner with the GM on strategic initiatives designed to improve the overall member experience at the Club. Direct responsibility of the AGM includes all operating areas such as member dining and beverage services, culinary, catering sales/execution of events and member engagement. The AGM will also work with GM, Vice President, and department heads. The AGM will coordinate event programming and membership development with the GM, VP, and respective senior managers. In addition, the AGM will execute and monitor HR policies with the coordination of the VP and GM. Food and Beverage and Clubhouse oversight/practices include but are not limited to financial and payroll administrative procedures, function sales, execution and event billing protocol, Food and Beverage services/operations/training, inventory control, asset protection, Club programming, staff effectiveness and implementation of general HR practices, employee onboarding, training, and evaluations. Experience with successful staff training programs is critical.

The AGM will be charged with implementing a five-star Club/member-centric service culture consistent with the top club environments in the country. The Club expects proven experience in upscale member dining where the emphasis is on great food and warm friendly service, coordination/communication between the back of the house and the service team, and a proactive facility management program to keep the club up to date. The AGM will need to understand the importance of being a leader in the implementation of digital platforms, media, and e-communication at the club level.

The key role of the AGM is to provide cohesive and collaborative leadership to the tenured staff allowing the GM to give strategic leadership to the Board while avoiding the short-term focus of the day-to-day operations which is defined as the AGM's responsibility.

Responsibilities

The Assistant General Manager (AGM) will provide leadership to the Club management team while maintaining and improving the standard of service excellence. The key requirements are:

- Possess a working knowledge of all operational facets of a distinguished private club operations with a strong emphasis on Food and Beverage services, golf, programming, staff mentoring, and the ability to drive member utilization through program development.
- Demonstrate a reputation as an active and visible service leader; exhibit a polished image with superior communication skills; represent the Club in the community in a positive light.
- Train, mentor, and develop staff into an efficient and cohesive team. Team building and the professional development of service, culinary, and maintenance staff is a critical function of this position.
- Responsible and accountable for the financial guidance, reporting, and performance for club operations. Such duties will involve the formulation of departmental annual operating and capital budgets to be coordinated with the VP.
- Develop and oversee Food and Beverage policies to ensure member services are at the highest levels. This includes collaborative managing of labor, food costs and other operational ratios ensuring the balance of fiscal management and member expectations are in line.
- Proper evaluation of compensation, benefits, and timely reviews of the staff, which must be applied consistently to club policy and fall within the guidelines as mandated by the annual budget.
- Develop and oversee a consistent engaging training program for direct reports and line staff with an emphasis on member experience.

- Work with GM and Operations staff on both Opening and Closing the Club and homes depending on the time of year.

Requirements

- Candidates will have a working knowledge of all facets of private club operations with a strong emphasis on:
 - Food and Beverage management with the ability to embrace new culinary trends in the Club.
 - A strong understanding of golf and outdoor activity programming is required.
 - Program development resulting in improved membership engagement, membership recruitment, and retention.
 - Financial management with best practices development.
 - Digital communications designed to make the Club a leader in technology.
 - Club staff development, which will transform the existing service culture into a more member-centric environment.
 - A passion for this industry and an eagerness to learn and grow into the next level of Club Management.
 - A passion for living in a remote small western mountain community during both the season and off-season.
- A Hospitality, Business Management, or related degree is preferred.
- Continued education in CMAA along with evidence of working towards the CCM designation.
- A clear and steady path of career advancement including three to five years as a Clubhouse Manager, Director of Operations, or Senior Director of F&B at a private club or resort.
- Impeccable and verifiable references, including past employers and mentors. All candidates will be subject to a thorough background review and testing.

Compensation & Benefits

- A competitive base salary
- 401k
- Individual health insurance
- CMAA dues and education
- Relocation assistance

Professionals who meet or exceed the established criteria are encouraged to submit their resumes to:

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GSI Executive Search
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314-854-1321

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