

## Candidate Profile

Assistant General Manager  
Philadelphia Country Club  
Gladwyne, PA 19035  
[www.philadelphiacc.net](http://www.philadelphiacc.net)



### Organization

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Philadelphia Country Club is a prestigious, family-oriented private country club that was founded in 1890 and is one of the oldest member-owned country clubs in the United States. It was one of the first seven members of the USGA. Located in the suburban community of Gladwyne, Pennsylvania, it is less than a half-hour drive from Philadelphia. Recognized as a Platinum Club of America, the Club's 975 member families and their guests truly enjoy exceptional facilities and legendary service from the excellent staff in place.

The Club's facilities boast a 100,000 square foot beautifully appointed clubhouse featuring multiple casual and formal dining rooms and several recently renovated private dining rooms including a 6,000 square foot ballroom with outdoor cocktail/pre-function rooms and outdoor dining.

Other amenities include one 18-hole championship course (Spring Mill Course) as well as a nine-hole course golf course designed by architect Tom Fazio which was constructed to celebrate the 100th anniversary of the Club named "The Centennial." The course is consistently ranked among the top 10 in the state of Pennsylvania by Golf Digest. The Club's amenities include hydro tennis courts, paddle courts, squash courts, a pickleball court, a fitness center, a renovated state-of-the-art resort-style pool, a summer house, a rustic-style lodge for trap and skeet shooting, and four lanes of bowling.

The club is about to begin a \$15 million Spring Mill golf course restoration and construction of a new summer house building for the pool and racquet sports.

The Club employs 125 full-time year-round employees with an additional 100 year-round part-time employees. The Club will hire up to 100 seasonal workers to service the active membership during the seasonal months from April through October. Gross Dollar Volume for the Club is \$17m.

Please control click below for a short video.

[Philadelphia CC Video](#)

### Position Overview

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The Assistant General Manager (AGM) is a vital member of the Senior Management Team and will be a dynamic, visible, and accessible leader responsible for providing the highest quality of products and services for members and guests. The AGM will set the pace as an example of gracious hospitality to all employees, will be proactive, not reactive, and have a high degree of professionalism and integrity, and ensure Club relevance and member satisfaction by delivering high-quality member experiences, programs, and services.

The AGM is responsible for the daily operations of all Club departments to achieve optimal operating efficiency and consistency to assure member expectations are exceeded and Club financial goals are attained. The AGM develops, implements, and oversees all operating procedures and directs all department manager work in Club operations to ensure the highest quality of every product and service provided at the Club.

The AGM will provide leadership, direction, management, and mentoring to department managers to build a cohesive and motivated team, fostering collaboration among departments. The AGM will monitor industry trends to ensure that operations remain relevant to members and aligned with the Club's strategic plan. The candidate will be responsible for all Food & Beverage, Pool & Clubhouse Facilities, Trap & Skeet Lodge, and Club Technology.

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

### **Leadership**

- Assumes responsibility for club operations ensuring that all standard operating procedures and club standards are followed.
- Assumes complete responsibility for the Club in the absence of the General Manager. The General Manager relies heavily on the Assistant General Manager trusting that work will be handled professionally and efficiently in her absence.
- Focuses on Staff training to enhance the Member's experience and personalized service.
- Seeks member feedback and uses this feedback to improve club operations. Handles Member's complaints/comments and provides solutions to enhance member experiences. Communicates issues and comments to General Manager in a timely manner.
- Strong project management skills including planning, setting priorities, decision making, and facilitating a private club with high Member expectations.
- Works closely with the Clubhouse Manager, Director of Food, Beverage, and Culinary Operations, Director of Maintenance, Aquatics Director, Controller, Superintendent, Sports Professionals, and Human Resource Director.

### **Operations**

- Develops long-range and annual business plans that support the achievement of the Club's Strategic Plan and take responsibility for the implementation of the strategies for success.
- Ensures that all departments update and maintain training manuals, programs, and procedures for all areas of the club. Regularly schedules departmental meetings to train Staff on club culture, providing excellent member service, and maintaining club standards. Encourages Staff to improve all aspects of their skills and to keep current on particular areas of the Club industry.
- Reviews detailed operational plans for daily operations and special events to ensure that all areas are properly maintained and staffed. Works with the Clubhouse Manager and Director of Food, Beverage, and Culinary Operations to develop action plans for large club events that require all-hands-on-deck staffing levels.
- Works with all department heads to maintain the appearance, upkeep, and cleanliness of all building and grounds areas. Promotes a high standard of maintenance, housekeeping, appearance, hospitality, and service in all Member areas of the Club.
- Serves as the Staff liaison for the Building and Grounds Committee. Regularly attends the Finance and House Committees. Attends other committees in the absence of the General Manager or as agendas require.
- Works closely with the Clubhouse Manager and Controller to effectively manage club technology.

### **Human Resources**

- Embraces the club staff's core values of professionalism, trust, teamwork, positive communication, safety, and passion for gracious hospitality.
- Recruits, interviews, hires, trains, supervises, evaluates, mentors, and develops the team in accordance with established Club procedures.
- Takes an active role in recruiting and retaining club managers. Develops and mentors all Staff to promote personal and professional growth and job satisfaction.
- Ensures that all Staff consistently complies with the Club's employee manual, Club policies, and procedures.

### **Financial**

- Assists with the preparation of the annual budgets and compiles monthly and annual forecasts as requested by the Controller. Monitors budget implementation and ensures that budget objectives are met.
- Manages within budgetary guidelines while working with Clubhouse Manager and Executive Chef to develop marketing programs to increase Club Usage. Exhibits proper expense controls for food, beverage, labor, and other expenses and makes recommendations to generate revenues, increase profitability and increase usage of the club.

## Attributes and Responsibilities

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- An energetic, forward-thinking, and creative individual with high ethical standards and an appropriate professional image. Is discreet and behaves with a high degree of professionalism. Confident and diplomatic personality with the patience and tenacity to earn the respect of the members and staff.
- 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.
- Must be able to demonstrate accuracy and thoroughness and monitor own work to ensure quality.
- The ability to maintain strict confidentiality.
- An outgoing and friendly personality with a high potential to identify with and embrace the Club's culture.
- Ability to envision the Club's future and continually come up with ways to improve the entire member experience.
- Fosters a collaborative team spirit. Actively helps and supports others. Deals with conflict in a positive manner.
- Actively promotes the Club to all members and their families. The AGM is expected to interact with members daily; actively soliciting members' opinions and input as to the Club's facilities and service.

## Requirements

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- Bachelor's Degree in Hotel/Restaurant Management, business, or a related field. A minimum of five years of experience in a private club, luxury hotel, or resort management role.
- A Certified Club Manager (CCM) designation or working towards is considered a plus.
- 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 availability to work nights, weekends, and holidays as dictated by the event schedule/workload.
- Impeccable and verifiable references. All candidates will be subject to a thorough background check.

## Competitive Compensation & Benefits

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- Competitive compensation/salary and an annual performance bonus.
- Medical, Dental, and Life Insurance
- Paid Vacation
- Participation in the Club's 401(k) plan with club match
- Professional dues, educational allowance 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 12, 2022. All information received will be kept in the strictest confidence. The previous AGM was employed at PCC for 10 years and recently accepted his first General Manager role at another prestigious club.

Professionals who meet or exceed the established criteria are encouraged to send a compelling cover letter addressed to Janine Budzius, CCM, CCE - General Manager outlining their qualifications, experience, interests, and why the Philadelphia Country Club will be beneficial for you, your family, and your career along with their resume to:

GSI Executive Search

Manny Gugliuzza, CCM, CCE  
Principal and Search Consultant  
[mannyg@gsiexecutivesearch.com](mailto:mannyg@gsiexecutivesearch.com)  
732-618-8665

This position is available immediately.