



EXECUTIVE SEARCH

EXECUTIVE SEARCH SERVICES FOR THE PRIVATE CLUB AND HOSPITALITY INDUSTRY

Candidate Profile

General Manager / Chief Operating Officer
Two Rivers Country Club
Williamsburg, VA 23185
www.governorsland.com



Organization

Beautifully built on 1,400+ acres nestled between the majestic James and Chickahominy Rivers, The Governor's Land at Two Rivers is a private, member-owned country club community of 732 single-family homes of distinction where new neighbors become family and peace of mind is a priority. Members and guests discover an immediate sense of serenity in the pleasantly spacious, hidden gem of a neighborhood that embodies the charm of Williamsburg, Virginia, and features first-class amenities, including our protected marina, and our top-rated Tom Fazio-designed championship golf course. The Governor's Land at Two Rivers is a natural haven where the diverse community of families and retirees have discovered an undeniable allure and wish to preserve a place of beauty and tranquility.

Governor's Land at Two Rivers balances the pleasures of coastal living with the ever-growing benefits of living in Williamsburg. You can experience four seasons, but take pleasure in mild winters. Spring arrives early announced by bright daffodils and pink flowering trees. The development is close to cultural pursuits, continuing education, unique shopping, and exceptional dining. From here, you can easily access the Historic Triangle of Williamsburg, Jamestown, and Yorktown. Washington D.C. is about a two-and-a-half-hour drive. There is excellent highly rated education, in elementary, middle, and high schools built in the last 20 years. Beyond high school, you have the prestigious College of William and Mary where many residents work, teach, or volunteer their time. There are closeby modern healthcare facilities and plenty of cultural experiences to be had.

Two Rivers Country Club offers numerous activities to cultivate members' interests and provide opportunities to socialize. With enticing amenities like a waterfront Clubhouse with spectacular vistas and sunsets, a Tom Defazio 18-hole championship golf course, the 100 slip protected marina, a private beach, 10 tennis courts, 4 pickleball courts, 2 pools, bocce courts, a fitness center, and walking trails, there is something for every family member to enjoy at The Governor's Land at Two Rivers.

The Governor's Land Homeowners Association (HOA) and Two Rivers Country Club were both incorporated in 1991. Right from the start, the HOA and the Club have been partners in making Governor's Land a premier planned residential community. The developer, Governor's Land Associates, turned over ownership and management of the Club and community to the membership in 2001. Since then, the Club has been operated under the General Manager/Chief Operating Officer concept.

Annual average gross revenues for the Club exceed \$9m. There are approximately 864 total memberships with an average age of 65 years old. The Club's Food and Beverage revenues are \$2m. There is a 15-member Board of Governors. Direct reports to the GM/COO include Head Golf Professional, Director of Grounds Maintenance, Head Tennis Pro, Harbormaster, Executive Chef, Clubhouse Manager, and Controller. There are 16 standing committees including Membership, Building and Grounds, Communication, Election, Strategic Planning, Marina, Governing Search, Legal, Golf, Grievance, Greens, House, Tennis, Audit, Human Resource, and Finance.

Please control click below for a short video.

[Two Rivers CC Video](#)

Position Overview

The successful General Manager/COO at the Two Rivers Country Club will need to be an approachable, visible, hands-on, and accessible leader to both the members and staff alike. The General Manager/COO will guide all Club operations with a focus on delivering exceptional member services in support of the priorities established by the Club's Board of Governors and Committees. The GM/COO will work closely with the Governor's Land Homeowners Association and have an interactive working relationship with the HOA General Manager.

The GM/COO at the Two Rivers Country Club will report to the TRCC Board of Governors President and coordinates with the Board of Governors and Committee Chairs. The GM/COO has responsibility for all day-to-day operations of the Club, including coordination of staffing, amenities, and activities across all programs to ensure consistent service delivery to the membership and their guests. The GM/COO 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 continually improving the member experience.

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/COO should sincerely engage with all members and their guests. The role of GM/COO at TRCC requires a strong embrace of the residential community values and enjoyment of a highly desirable community like Williamsburg.

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

- Provide proactive, high-quality leadership, and a positive image for the Two Rivers Country Club, its facilities, and its amenities to the membership. Ensure that members receive premier service and treatment in all undertakings.
- Coordinate with the department heads to optimize the member experience across all events.
- Work with chairs of key member committees to ensure activities are coordinated across the entire Club.
- The development and execution of all standards and operating policies, which will be the foundation of a true service culture. The Club believes that great service is in paying attention to the small details.
- 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.
- Communicates and interacts with the Governor's Land Homeowners Association General Manager and communicates matters of importance for the Governor's Land Community.
- Establish and maintain effective working relationships with all staff.
- Recruit and hire staff, including seasonal staff, to support the ongoing operations of the TRCC.
- Coordinate with the Executive Committee of the Board and direct reports on matters of compensation, recruitment, 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 Controller and committees to prepare the annual operating, capital, and dues budgets and forecasts.
- Keep the Executive Committee and appropriate committee chairs informed of all significant matters and problems.
- Manage and report on all operations and key projects to the Executive Committee and Board of Governors, Coordinate with committee chairs to develop and manage budgets for individual programs and events.
- 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.
- Provide a hands-on, visible presence, and operational leadership throughout all Club departments.
- Fosters the development of new and entrepreneurial concepts and activities for revenue generation and member enjoyment.
- Responsible for managing the process of complete member satisfaction along to build golf and marina memberships.
- 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.
- Directs the Club's marketing and membership programs promoting new products and the expansion of revenue-generating concepts and events.
- The active promotion and positive representation of the Club to the community, reciprocal network, and all members and their families.
- Initiating directly and through department managers the emphasis on a member-first service culture that ensures, tradition, and member patronage and maximizes the use of the Club's facilities.
- Develop annual capital expenditure budgets for submission to the board.
- Coordinates and serves as ex-officio of appropriate Club committees.

Attributes and Responsibilities

- An outgoing and friendly personality with a high potential to identify with and embrace the Club's unique culture.
- Ability to envision the Club's future and continually come up with ways to improve the entire member experience.
- Leadership skills with the ability to motivate staff with a commitment to quality and excellence.
- Highly energetic; a self-starter with a hands-on approach to management. A mentoring personality is a must.
- Excellent communication skills at all levels.
- A strong sense of service with proven staff development and training skills.
- The ability to function in a committee-oriented environment; to respond to the ideas and energies of the Club's standing committees. The ability to deal with a variety of personalities.
- The General Manager/COO is expected to set and uphold the standards expected, for all employees and to 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. The General Manager/COO is expected to interact with members daily; actively soliciting members' opinions and input as to the Club's facilities and service.

Requirements

- Bachelor's Degree in Hotel/Restaurant Management, business, or a related field and experience that provides the required skills and knowledge.
- Ten years minimum experience as General Manager/COO in a similar position at a club or within a hospitality environment.
- A Certified Club Manager (CCM) designation and a Certified Chief Executive or working towards is considered a plus.
- Experience with a Homeowner's Association would be 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.
- Proficiency in Jonas Club Management Software is preferred but not required.
- The professional will be a lifelong learner continuing to research and understand industry trends.
- Excellent verbal and written skills.
- The ability to operate a computer to enter, retrieve or modify data utilizing Microsoft Word, Excel, Outlook, PowerPoint, email, ADP, 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 excellent performance bonus and benefits package commensurate with qualifications and experience.
- Medical Insurance, Dental, Vision, and Life Insurance.
- Short- and Long-Term Disability and Paid Vacation.
- Participation in the Club's 401(k) plan.
- Professional dues, educational allowance expenses, and other standard perks.
- Relocation assistance if required.

To be considered for this outstanding opportunity all cover letters and resumes should be received as quickly as possible. All information received will be kept in the strictest confidence.

Professionals who meet or exceed the established criteria are encouraged to send a compelling cover letter addressed to the Search Committee outlining their qualifications, experience, interests, and why the Two Rivers Country Club will be beneficial for you, your family, and your career along with their resume to:

GSI Executive Search

Manny Gugliuzza, CCM, CCE
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and

Ned Welc
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This position is available immediately.