



EXECUTIVESEARCH

General Manager
Two Rivers Country Club
Williamsburg, VA

www.governorsland.com



[Click here to watch a short video.](#)

The 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 close-by 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 Fazio 18-hole championship golf course, the 100 slip protected marina, a private beach, eight tennis courts, eight pickleball courts, two pools, three 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.

At Two Rivers Country Club, the river views are timeless, but the clubhouse experience is approaching an exciting new chapter. In early 2025, Two Rivers embarked on a \$13 million renovation of its central clubhouse, ushering in a new era of modern comfort, enhanced amenities and elevated style. This ambitious transformation is designed to honor the elegance and character of the existing space while reimagining how and where members gather, dine and connect.

Set to be completed by spring 2026, the phased renovation ensures that the clubhouse remains open and welcoming throughout the process. For current members, it's a rare opportunity to witness the evolution of their club in real time. And for those considering joining, there's never been a better moment to discover what sets Two Rivers apart.

WHAT CAN MEMBERS EXPECT?

- Expanded outdoor seating and new covered areas will offer more space to enjoy sunsets, cocktails, and conversations with panoramic views of the river.
- Enhanced event spaces will make weddings, private celebrations and member gatherings even more memorable and effortless.
- Upgraded restaurant kitchens will allow the culinary team to expand offerings and elevate service.
- A new wine tasting room will add a sophisticated space for curated experiences and private tastings.
- A redesigned member lounge will offer a cozy and contemporary place to relax, read or reconnect with friends.
- A fully reimagined golf shop will offer expanded merchandise and a more inviting retail experience.
- From refreshed furnishings to smart spatial planning, every corner of the clubhouse is being considered with member experience at the forefront.

TWO RIVERS BY THE NUMBERS:

- Gross Dollar Volume: \$9M
- Dues Volume: \$4.1M
- F&B Volume: \$4M (expected to grow)
- Memberships: 867
- Average Member Age: 62
- Initiation Fee: \$45,000
- Dues: \$14,400
- Board Members: 15
- Committees: 16
- Direct Reports: 9
- Full-Time Staff: 104
- Rounds of Golf: 20,000

Direct reports to the GM/COO include Head Golf Professional, Director of Golf Maintenance, Head Tennis Pro, Harbormaster, Executive Chef, Clubhouse Manager, Events Director, Membership Director 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 Resources and Finance.

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 interact with the Governor's Land Homeowners Association and have a collaborative 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 coordinate 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.

Responsibilities

- 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 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, and 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 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.
- 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, the 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

- A service-driven professional with a proven ability to develop and train staff, fostering a culture of continuous improvement and exceptional hospitality.
- Actively promotes the Club to members and their families, engaging with them daily to solicit feedback and enhance facilities and services. The General Manager/COO is expected to possess excellent communication skills and interact with members daily, actively soliciting members' opinions and input as to the Club's facilities and service.
- Works seamlessly across departments, promoting teamwork and synergy in all Club operations.
- Uses strong judgment to assess challenges from multiple angles, making thoughtful, well-informed decisions.
- Sets clear goals, adapts as needed and consistently delivers high-quality outcomes, demonstrating resilience in overcoming obstacles.
- Fosters a positive, collaborative team culture, supporting colleagues and addressing conflicts constructively.
- An articulate and intelligent communicator with excellent written and verbal skills, adept at

conveying policies, procedures and expectations to staff, members and guests.

- Provides outstanding service with prompt, thoughtful follow-through, proactively identifying and responding to member needs with professionalism and care.
- Continuously seeks innovative ways to enhance the member experience and elevate the Club's future.
- A leader with a warm personality, a good sense of humor and the ability to create an enjoyable and engaging atmosphere.

Requirements

- A Bachelor's degree in Hotel/Restaurant Management, Business or a related field is preferred. Extensive club or hospitality experience may be considered in place of a degree.
- Minimum of 5 to 7 years of experience as a General Manager/COO or in a similar leadership role at a private club or hospitality setting. An exceptional Assistant General Manager "rising star" with the proper training and mentorship would be considered.
- A Certified Club Manager (CCM) designation is highly desirable, with a Certified Chief Executive (CCE) or progress toward certification considered a plus.
- Strong financial acumen with experience in budgeting, financial reporting and fiscal management.
- Experience with a Homeowner's Association would be considered a plus.
- Strong knowledge of Food & Beverage, Banquet & Catering, Club events and wine knowledge.
- Excellent leadership, communication and interpersonal skills, fostering collaboration and engagement among staff and members.
- Strong organizational and multitasking abilities, with a track record of implementing performance measurement routines and continuous improvement initiatives across key member touchpoints.
- Familiarity with golf operations and a keen understanding of industry trends.
- A career marked by stability, professional growth, and notable accomplishments in club management.
- A person of exceptional character—motivated, energetic, friendly and deeply committed to the profession.
- A warm, approachable personality with high visibility and strong communication skills.
- Advanced proficiency in Microsoft Word, Excel, Outlook, PowerPoint, email, internet and other relevant software programs. Proficiency in Jonas Club Management Software is preferred but not required.
- Impeccable professional references are required; all candidates will be subject to a comprehensive background check.

Competitive Compensation

- Competitive compensation/salary and an excellent performance bonus, and a 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 from outside the area)

To be Considered

To be considered for this outstanding opportunity, all cover letters and resumes should be received by September 31, 2025. All information received will be kept in the strictest of 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 and the Williamsburg area of Virginia will be beneficial for you, your family and your career, along with their resume, to:



Manny Gugliuzza, CCM, CCE
Principal



mannyg@gsiexecutivesearch.com



732-618-8665

