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ASSISTANT GENERAL MANAGER PROFILE: WINGED FOOT GOLF CLUB MAMARONECK, NY

A rare opportunity exists for an exceptional candidate with a successful track record of achievement, leadership and high-quality operations management experience in private clubs, hotels, high-end restaurants, or resorts. We are conducting a search for the Assistant General Manager (AGM) at one of the country's most iconic clubs, Winged Foot Golf Club, which has built a reputation among the finest and most recognized in the country, and which is hosting the U.S. Open in 2020. The successful candidate will be an integral and critical part of a high-performing team and his/her focus will be on continually elevating the experience for its members and staff, and leveraging technology while memorializing organizational standards, KPIs, processes and procedures.

The primary focus of the role is working closely with the highly regarded GM and leadership team to deliver agreed upon standards. The AGM must have a strong "forward focus" on technology and technology implementation, allocation of resources and data collection. Additionally, the ability to evaluate and interpret industry trends and creating recommendations on operational efficiencies and related foundational elements for continued enhancement of the Winged Foot experience and reputation is a critical success factor. And, he/she must be able to deliver progressive planning, innovation, organization, and cross-departmental leadership.

[Click here to view a brief video about this opportunity.](#)

WINGED FOOT GOLF CLUB HISTORY AND OVERVIEW

Winged Foot Golf Club is an iconic private club with two 18-hole golf courses located in Mamaroneck, New York which officially opened for play in 1923. The courses' architect is A. W. Tillinghast, who also designed courses such as Baltusrol (Lower) and Bethpage Black which have also hosted major professional golf events. Winged Foot Golf Club was founded in 1921 by a consortium consisting mainly of members of The New York Athletic Club.

Winged Foot is considered, by many, to have the best 36 holes of golf of any club in the world. The Clubhouse remains one of the most iconic in the golf world designed by Charles Wendehack, who was considered to be the finest Clubhouse architect in the world at the time.

Winged Foot has a storied history of hosting national championships, including five U.S. Opens, the 1940 U.S. Amateur, the 1949 Walker Cup, and a PGA Championship on the West Course. The East Course has been the site of two U.S. Women's Opens and the inaugural U.S. Senior Open, and the 2004 U.S. Amateur was played over both courses.

The West Course is a par 72 that measures 7,264 yards; it has a course rating of 75.7 and a slope of 141. The East Course is a par 72 that measures 6,750 yards; it has a course rating of 73.9 and a slope of 141. *Golf Digest* ranked the West Course 8th and the East Course 65th in its 2009-10 listing of *America's 100 Greatest Golf Courses*. Unlike most clubs, Winged Foot is primarily a walking courses where caddies are an important part of the Club's traditions.

WINGED FOOT GOLF CLUB WEB SITE: www.wfgc.org

ASSISTANT GENERAL MANAGER (AGM) POSITION OVERVIEW

- Reports to the General Manager
- AGM will have direct responsibility for Human Resources

INITIAL PRIORITIES

- Develop or strengthen Club operational standards, processes, procedures, and on-going training.
- Review and enhance or create Club operations dashboards for improved oversight and KPI development, as well as accountability and commitment scorecards.
- Creating strong internal and external partner relationships to understand and memorialize strategies and contributors to WFGC's success.
- Review and development of enhancements to member communication strategies including mobile apps, social media monitoring, website relevancy, as well as developing an internal staff communications strategy.
- Collaboratively run all department meetings along with GM and CFO

The Assistant General Manager role at Winged Foot is a new position and is intended to leverage the GM and the Club to better prepare for and manage its future by enhancing several already high performing areas within the operation. Key to a successful outcome for the selected candidate is to lead a cross-functional review of the WFGC business model to ensure fiscal responsibility in all areas of Club operations. Moreover, memorializing internal and external relationships supporting the Club's success, and establishing strong protocols in all departments within the organizational structure are key deliverables in year one.

Amongst many key priorities, based on the Board's strategic vision, is the recognition of projects and practices that create value and those that draw resources from the Club, and therefore helping to prioritize allocation of resources. Helping to instill a high-performance culture throughout the Club, working closely with other senior team members and the GM, the AGM will need to be a highly collaborative, engaged, and supportive team player who appreciates the history of the Club and team, and has an appropriate, respectful, and diplomatic style to garner support and positive engagement. Additionally important, is an analytic nature and skill set that translates into performance objectives that are easily articulated, understood, and turned into backing for making overall member satisfaction a top priority for the organization.

To be successful, the Assistant General Manager will:

- Leverage technology for more cost-effective business execution outcomes and standardization of administrative processes.
- Possess strong financial acumen and exceptional administrative skills, including a clear understanding and development of KPIs for the organization, and able to articulate their meaning and trending analysis. Ability to create and oversee a system identifying key ratios to track (payroll, net F & B, etc.) as well as valuable 'dashboards' for oversight and enhancement of operations.
- Be able develop and install a performance management system, ensuring that standards of conduct and member engagement are met; this includes oversight of high standards of appearance, hospitality, service, and cleanliness of all facilities, as well as the key financial metrics that are agreed upon.
- Involve associates in the decision-making process of how 'work gets done' and help to further an already desirable and rewarding work environment.
- Have an enthusiasm and aptitude for teaching and training, developing, and enhancing orientation and training programs for all Club personnel, working, as necessary, with the managers directly responsible for those operations.
- Ensure effective and efficient staffing and scheduling for all facilities and functions while balancing financial objectives with member and guest satisfaction goals.
- Have strong administrative skills and proven ability to recognize and articulate the needs of WFGC to maintain a healthy financial position in the future through analytical rigor and data accumulation for enhanced decision-making.
- Be adroit at developing relationships, being a respectful and diplomatic, but candid "thought partner" with the GM and appropriate Board and Committee members.

CANDIDATE QUALIFICATIONS

- A verifiable history of success and proactive leadership with an appreciation for the history and prominence Winged Foot Golf Club holds in the golf world.
- Strong interpersonal and communication skills, both written and verbal, with the proven ability to make effective presentations of information and recommendations.
- Possess demonstrated experience with delivering technology enabled solutions to improve everyday business/administrative outcomes.
- Good judgment and sound decision-making skills, resolving problems in a timely manner, as confirmed in reference checking and interviewing.
- Detail oriented with the ability to exercise good time management skills, as well as the ability to instill such proficiencies in others with whom he/she will be working with if selected.
- Must have strong computer skills including, but not limited to Microsoft Word, Excel, PowerPoint, Outlook, and Jonas Club software.
- Ability and history to function as the administrative link between departments.
- History of monitoring and understanding internal cost control procedures, along with ability to design and execute enhancement as recognized and necessary.
- Experience in planning and administering training and professional development programs for himself/herself and club personnel.
- Experience in developing/implementing long-range (strategic) and annual (business) plans, operating reports, forecasts, and budgets, with a strong understanding of hospitality and service balanced against financial efficiencies.
- Able to monitor safety conditions and employees' conformance with safety procedures; updates emergency plans and procedures and assures that effective training for these programs is conducted in all departments.

To perform this job successfully, an individual must be able to perform each essential duty. The requirements listed above are representative of the knowledge, skill, and abilities required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

EDUCATIONAL AND CERTIFICATION EXPECTATIONS

A Bachelor's degree in Hospitality Management or related fields is helpful but not required, along with several years of increasingly more responsible experience in a quality service level hospitality focused operation, or an equivalent combination of related education and experience.

SALARY AND BENEFITS

Salary is open and commensurate with qualifications and experience. The Club, along with the typical CMAA benefits, offers an excellent bonus and benefit package.

INSTRUCTIONS ON HOW TO APPLY

Please upload your resume and cover letter (in that order) using the link below. You should have your documents fully prepared to be attached when prompted for them during the online application process.

Preparing a thoughtful letter of interest and alignment, clearly articulating your "fit" with the profile and the above noted expectations and requirements is necessary.

Your letter should be addressed to the AGM Search Committee, of Winged Foot Golf Club, and clearly articulate why you want to be considered for this position at this stage of your career and why Winged Foot Golf Club and the greater Westchester County area will likely be a "fit" to you, your family and the Club if selected.

IMPORTANT: Save your resume and letter in the following manner:

“Last Name, First Name - Resume” &

“Last Name, First Name - Cover Letter – Winged Foot”

(These documents should be in Word or PDF format)

Note: Once you complete the application process for this search, you are not able to go back in and add additional documents.

[Click here](#) to upload your resume and cover letter.

If you have any questions, please email Patty Sprankle: patty@kkandw.com

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