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GENERAL MANAGER PROFILE:

WIANNO CLUB

OSTERVILLE, MA

THE GENERAL MANAGER (GM) OPPORTUNITY AT WIANNO CLUB (WC)

The General Manager role at Wianno Club is a fabulous opportunity for a driven professional who wishes to lead a premier club rich in tradition located in the oceanfront village of Osterville, Massachusetts.

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

WIANNO CLUB

The Wianno Club is steeped in refined tradition and has provided generations of families with a diverse range of programs. Perched on a bluff overlooking Nantucket Sound, The Wianno Club has provided the perfect setting for all manner of gatherings for over one hundred years. Families have selected this singular and charming place to meet in celebration of anniversaries, family reunions and annual vacations, thereby creating treasured lifelong memories. In addition to Cape Cod and New England residents, the membership reaches nationwide. A popular site for weddings, it is not uncommon for the Club to host the reception of a bride or groom whose parents' and grandparents' receptions were also held there.

The Wianno Club is a private seasonal club located on 156 acres in Osterville, Massachusetts. Since 1916, the Club has been dedicated to providing its members and their families with a wide range of social and athletic activities. The Club features a quintessential "Shingle Style" New England clubhouse that is listed on the National Register of Historic Places and an 18-hole Donald Ross golf course.

The 50,634 square foot Main Clubhouse includes the Main Dining Room, Ballroom, Sea View Dining area and lounge. Other dining options at the Wianno Club are the Wicker Room/Terrace Room, Library, Golf House Restaurant and Beach Snack Bar.

Additional amenities include a private ocean beach, private lake beach, golf shop, tennis pro shop, men's and women's locker rooms, popular youth camps, Junior programs and fitness programs. The club also has 43 room member/guest accommodations (some in the clubhouse and others in adjacent cottages) and seasonal staff accommodations.

WIANNO CLUB BY THE NUMBERS

- 635 total members (451 Regular and 184 Non-Resident)
- \$80K Initiation fee
- \$9,360 Annual dues for full member
- \$750 annual food minimum charge
- \$500 annual capital charge
- \$10M Gross revenues from all sources
- \$3.9M Dues volume
- \$2.6M F & B volume
- Gross annual payroll (labor only) \$3.2M
- 12,000 annual rounds of golf
- 43 Guest rooms
- 96 beds for Staff housing
- 9 Har Tru Tennis Courts, 2 Paddle Tennis Courts
- 180 Employees (FTE) in-season; 17 (FTE) off-season

- 19 Board Members
- Average age of members is 63
- The Club is organized as a 501(c)(7), not for profit organization

WIANNO CLUB WEB SITE: wiannoclub.com

GENERAL MANAGER POSITION OVERVIEW

The General Manager will be responsible for managing all operations of the Wianno Club consistent with the direction and policies established by the Board of Governors as well as by the By-laws and Rules and Regulations of the Club. This will include working in conjunction with the CFO in the preparation and final draft of the annual operating and capital budgets, which will be subject to approval of the Finance Committee and Board, and management and control of operations to attain desired results. The General Manager is expected to be highly visible and engaged with the staff and membership, coordinate and direct all management functions of the Club and work in concert with committee chairs to assist them with development of policies, programs, and events. The General Manager will consult with the President, the Board, and/or committee chairs as appropriate on matters of significance to the Club. The General Manager reports to the Board of Governors and supervises the CFO, Executive Chef, Food and Beverage Director, Head Golf Professional, Head Tennis Professional, Golf and Grounds Superintendent, Guest Services Manager and Facilities Manager. He or she will be responsible for the daily operations of the Club while continually developing and mentoring staff, monitoring the quality of the Club's products and services to ensure maximum member and guest satisfaction and will endeavor to ensure an atmosphere of hospitality, friendliness and goodwill.

KEY AREAS OF FOCUS:

- MEMBER SERVICES
- EMPLOYEE RELATIONS
- FINANCIAL MANAGEMENT
- GUEST LODGING
- COMMUNICATIONS
- CAPITAL PROJECT MANAGEMENT
- CLUB MANAGEMENT (including Structure and Property Management)

CANDIDATE QUALIFICATIONS

- A minimum of 7-10 years of progressive leadership/management experience in an active, private, member-owned, golf centric club environment is preferred. Non-current GM's will be considered, but only with verification of work experiences with a quality club and mentor. Non-club industry candidates must be able to portray their knowledge and strengths in working with well-intended and active volunteers in Board of Governors and Committee roles in a non-profit dynamic.
- Experience with seasonal club operations – recruiting and training seasonal staff and scaling down the business to meet end of season revenues.
- A professional career “track record” of achievement and relative employment stability.
- Strong financial management, organizational and administrative skills, with particular strengths in the internal controls, financial controls, budgeting and forecasting, management reporting and planning areas. A particular sense of revenue enhancement is required.
- Excellent people skills and a high “emotional IQ”, especially in dealing with members, staff and community representatives.
- Proven leadership qualities with demonstrated ability to direct, train and coordinate staff, and manage all facets of a highly regarded private club.
- A strong set of professional credentials in the broad hospitality areas and a sharp eye for detail in the overall management of the operation, especially in the food service, housekeeping and maintenance areas.

- Experience in shaping an excellent dining program, one that understands and takes into consideration the needs and desires of the membership and ultimately increases membership participation and satisfaction.
- Experience and sensitivity to balancing member vs non-member event use of the club to ensure member satisfaction and fiscal proficiency.
- An understanding and appreciation of both tennis and golf operations and programming. Ideal candidates will have a track record in stimulating programming and increasing rounds/court usage.
- Experience with robust youth programming including Junior Activities camps and tennis and golf programming.
- Project management experience with significant capital improvement projects while communicating and managing expectations of members through construction.
- An understanding and respect for the ambience, culture, taste and expectations of the members and guests of the Wianno Club and the Osterville community.
- An overriding sense of quality awareness relating to every part of the Club's operations. This includes a high quality, courteous, well-trained and efficient staff.
- A record of success in the selection, development, training and motivation of an accomplished, ethnically diverse, service-oriented staff including seasonal J1 and H2B employees. An excellent recruiter of talent with a track record of success in hiring for a seasonal property.
- Sound and current knowledge of human resources practices, including effective performance review processes, wage and hour laws, employment and discharge, ERISA, equal employment, OSHA and the full range of employment benefits.
- Strong written and oral communication skills. Communication with members and personal visibility are highly important parts of the General Manager's responsibilities.
- Ability to “manage up” effectively to the Board, knowing what is appropriate to communicate and what is “below the line.” Candidate should have an engaged and prepared nature in the boardroom, and be able to navigate meetings efficiently, effectively, providing suggestions and options based on his/her professional expertise.
- Sense of urgency and skill in handling multiple responsibilities in a timely and time effective manner.
- A strong understanding of a club’s physical plant, preferably in a coastal environment, and maintenance requirements both for the short and long term.
- A warm, engaging personality and the ability to work effectively at all levels of the organization. Apply this personality on a situational basis; knowing when to engage and disengage.

SKILLS AND COMPETENCIES

- A Team Builder. A person who embodies the persona of ultimate coach and motivator, bringing out the best in others by setting clear goals and expectations, providing consistent feedback and support, and treating others with respect and professionalism.
- A confident, diplomatic, respectful, and competent professional who is a doer and take-charge person and who recognizes the importance of accountability. A creative problem solver who commands respect through professional interactions and integrity.
- Passion for the role, with a positive, thoughtful demeanor conducive to a fun, personalized member, and staff centric environment.
- A strong “bottom up” leader who recognizes and has verifiable demonstrations of his/her development of the team. Encouraging of personal growth to both personally, and professionally benefit WC.
- A person who can say “no” when appropriate, without alienating members or staff when doing so.
- Possessive of strong organizational skills and an obsession with details necessary to achieve high levels of quality, satisfaction, and outstanding member experiences and high levels of staff satisfaction and member engagement.
- A charismatic individual with a sense of humor and style that is commensurate with the culture and expectations of a friendly, fun, and supportive membership and team of associates.
- Someone who instinctively enjoys leading and working in a “friendly, not fancy” club environment; WC is the antithesis of a traditional, stodgy, or stuffy club and is not looking to change that comfortable, camaraderie-based style it is known for.

EDUCATIONAL AND CERTIFICATION QUALIFICATIONS

- A minimum of two years of college attendance is desirable.
- In lieu of a college degree, 7-10 years of private club or hospitality industry experience will be considered.
- From the club industry, Certified Club Manager (CCM) designation is desirable but not necessary.

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 with the above noted expectations and requirements is necessary. Your letter should be addressed to the *Wianno Club Search Committee*, and clearly articulate why you would like to be considered for this position at this stage of your career and why WC and the Osterville area will be beneficial to both you and the Club if selected.

Expressions of interest in this manner should be conveyed to our Firm no later than November 25, 2020. Candidate selections will occur in early December and first interviews are expected to occur in mid-December, final selections will likely be made in late December with the successfully selected candidate starting in January.

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

"Last Name, First Name Resume" &

"Last Name, First Name Cover Letter"

(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 Holly Weiss: holly@kkandw.com

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