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GENERAL MANAGER PROFILE: LORDS VALLEY COUNTRY CLUB LORDS VALLEY, PA

GENERAL MANAGER AT LORDS VALLEY COUNTRY CLUB

The General Manager role at Lords Valley Country Club is a tremendous opportunity to join one of the top Platinum Clubs of America. Long recognized as one of the more revered clubs in the Northeast, Lords Valley (LVCC), offers year-round amenities for a tight knit community that thrives on building long lasting relationships. LVCC is looking for collaborative 'partner' who will provide innovative ideas and strategic vision as the Club begins the early stages of a strategic plan, encompassing today's needs but also creating a road map for the next generation of LVCC members.

This is a role for a club leader that is an excellent communicator, approachable, has the ability to listen, is a creative thinker, provides guidance to the voluntary leaders of the club and has the ability to function well with a group of tenured professionals leading their respective departments. Sharp club business acumen is also desirable as the club manages an active membership with a focus on maintaining the highest levels of member satisfaction and retention.

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

ABOUT LORDS VALLEY COUNTRY CLUB

Nestled in the Pocono Mountains of Pennsylvania and located within the Hemlock Farms Community, Lords Valley Country Club (LVCC) is unique in many ways and was recognized as the 26th best country club on the Platinum Clubs of America 2021-2022 list.

The Club's historic property and its timeless architecture are set in a rustic elegance, surrounded by beautiful lakes and the lush green of its USGA-rated championship golf course, LVCC truly is "a resort for all seasons." Members and their families enjoy world-class recreational facilities, elegant dining and special events, all highlights of the Club's social season.

At LVCC there is something for everyone including both indoor and outdoor activities. The clubhouse offers a premiere dining facility with an award-winning chef and superior service. The Club's 18-hole golf course, considered to be one of the finest and most challenging in Northeastern Pennsylvania, offers practice facilities including driving range, chipping and putting greens, extensive golf shop, locker rooms and a 19th hole grill and snack bar. Other amenities include a tennis facility with 10 outdoor Har-Tru courts, a heated pool equipped with a waterslide, locker room facilities, as well as dock space for members and club owned boats.

LORDS VALLEY COUNTRY CLUB BY THE NUMBERS

- 173 General Memberships in various categories, 75 Social Members
- \$8,000 Initiation Fee
- \$11,400 Annual Dues
- \$3.5M Approximate Annual Gross Volume
- Approximately \$1.M F&B Volume; the Club has a \$1,200 annual dining/bar minimum
- Approximately 8,900 Rounds of Golf Annually
- 40-Full-Time Employee; 50 PT Seasonal Employees
- 15 Board Members
- 66 is the Average Age of the Members

LORDS VALLEY COUNTRY CLUB: www.lordsvalleycountryclub.com

www.kkandw.com

GENERAL MANAGER – POSITION OVERVIEW

The General Manager of Lords Valley Country Club is responsible for three principal objectives:

- Ensure unparalleled member and guest experiences that makes LVCC one of the more recognizable Clubs in the Northeast.
- Demonstrate leadership and personnel management that is consistent with the overall vision for LVCC.
- Deliver continuous improvement in the financial performance of the Club that is consistent with the objectives set by the Board of Directors.

It will be the responsibility of the General Manager to identify opportunities for growing the LVCC team, establish best practices for the day-to-day operations of the club, have the ability to develop and implement an on-boarding process for new employees and establish standards for measuring accountability for the employees of Lords Valley Country Club.

The General Manager reports directly to the President of the Board of Directors of Lords Valley Country Club.

Member and Guest Experience:

This objective relates specifically to the perception of members and guests regarding the quality of the golf, pool or house services received at LVCC. The individual tasks and duties involved in meeting this objective include the following:

- Delivering a level of quality and service in food and beverage operations.
- Ensuring that the clubhouse, golf course and pool operations are maintained at the highest possible level of cleanliness and appeal.
- Instructing employees on knowledge of the vision for LVCC and the need for friendly, courteous and timely service at all times.
- Recognizing that members see value in name recognition by club personnel and insuring that employee are informed about the need to know and use those names.

Leadership and Management:

This objective relates specifically to the ability of this manager to get all employees of the club pulling in the same direction with regard the operation of the club. The individual tasks and duties involved in meeting this objective include the following:

- Participating in the development and maintenance of a strategic plan for Lords Valley Country Club that ultimately defines the Mission and Vision of the club in the future.
- Ensuring that all employees of the club understand that plan and the specific tasks and objectives they have to achieve the competitive advantage we seek.
- Defining specific goals and objectives for all key management positions and holding those managers accountable for achieving their assigned objectives and compensating them for meeting or exceeding those goals.
- Making sure the Senior Managers and employees have the proper training and tools they need to be successful.
- Must have strong communication skills that allows the membership and employees to get the information they need on a consistent basis.

Continuous Improvement in Financial Performance:

This objective relates specifically ensuring financial success for the club to ensure that it can continue to thrive and grow in the future. The individual tasks and duties involved in meeting this objective include the following:

- Introducing and maintaining new technology to LVCC members and employees.
- Recommending strategic planning regarding entry fees and dues that insure that LVCC achieves the proper financing not only to maintain operations but build equity for future projects at the club.
- Preparing annual budgets and a list of actions that insure continuous improvement of the bottom-line financial performance of the club.
- Pricing internal events to ensure that there is positive variable contribution to overheads and profit and pricing all outside events to meet a minimum percent contribution to overhead and profit.
- Growing outside event revenue and profit over time within the constraints of the Non-profit status of the club
- Insuring effective controls of all billing, purchase and payments.

- Developing capital spending plans that are consistent with the performance of the club and insure consistency with the Golf Course and House Master Plans

KEY INITIAL AND ONGOING PRIORITIES

- Listen to staff and members in order to develop a thorough understanding of the Club, its culture and the overall Hemlock Farms community. Understand before making changes, but at the same time be “patiently impatient” on improvement/enhancement implementation.
- Develop, communicate and gain Board support for a continuous improvement plan, complete with necessary goals, objectives and measures that are realistic and achievable. The goal is to build a high performance, accountability driven, service-oriented team consistent throughout each operating department of LVCC.
- Get to know as many members as possible, as soon as possible, and working with the Membership Committee further develop and refine a reasonable and consistent membership recruitment plan.
- Be present and positively approachable where needed to develop strong member and staff trust and confidence.
- Ensure that the financial and business plans of the Club are reasonable, understood and achievable, offering alternatives and reasoning if changes are recommended.
- Represent LVCC at Hemlock Farms Community Association meetings impacting on LVCC.

CANDIDATE QUALIFICATIONS

- 5 - 7 years of progressive management experience in a similar, private, member-owned premier club is desired. Additionally, preferred are candidates who have consistently upward tracking leadership experience in a contemporary business model club or similar hospitality operation, known for high service standards, are ideal. *The Club will consider both current GM/COOs, as well as those that have demonstrated a proven growth with the necessary potential, but who are currently in exceptional club environments as an Assistant General Manager, Club Manager or having similar responsibilities.*
- A verifiable record of working closely and successfully with member-owned club boards and active committees.
- Ability to assess, implement, and sustain a culture of quality service, and a verifiable history of doing so, as well as being proactive in both identifying and addressing issues of need or enhancement, or self-confident in offering solution options to the Board.
- Knowledgeable in “best practices” in top performing and high member satisfaction clubs, and willingness to push/educate board members and staff on adopting changes to implement these at LVCC.
- Strong general management and leadership skills with verifiable strengths in financial performance, communication, recreational amenities, innovative programming and people skills. Especially strong credentials are preferred in quality F&B operations and exceptional member/guest service relations are critical.
- Verifiable ability to attract, hire, develop and lead a high performing team of professionals and support staff, while setting and maintaining standards of performance, implementing sustainable training protocols, and building a culture of ongoing accountability. One who intuitively creates collaborative work environments with both staff and members.
- Exceptionally strong communication and facilitation skills, both written and verbal, with the desire and ability to interact effectively before diverse member constituencies.
- Is decisive, visionary, committed, energized and passionate about the role and LVCC in particular.
- Having outstanding “change management” skills and previous experience in transitional business modeling development and execution is highly desirable. Similarly, having a skillful approach to conflict management and resolution is ideal.

EDUCATIONAL AND CERTIFICATION QUALIFICATIONS

- A minimum of 5 years previous hospitality management experience at a high expectation club, fine dining establishment, luxury hotel or similar is required. Experience with Jonas operating system is a plus.
- College degree is required.
- CCM designation preferred

CLUB COVID REQUIREMENTS

This club does not require staff to be fully vaccinated as a provision of employment, however the GM is expected to be following CDC guidance on vaccinations.

SALARY AND BENEFITS

Salary is open and commensurate with qualifications and experience. The club offers an excellent bonus and benefits package including CMAA membership.

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. Please be sure your image is not present on your resume or cover letter; that should be used on your LinkedIn Profile.

Prepare a thoughtful cover letter addressed to Mr. Albert Engel and Mrs. Rebecca Granne, Co-Chairs and clearly articulate why you want to be considered for this position at this stage of your career and why Lords Valley Country Club and the Lords Valley area will be beneficial to you, your family, your career, and the Club if selected.

You must apply for this role as soon as possible but no later than July 29, 2022. Candidate selections will occur in early August with first interviews expected shortly thereafter, with final interviews in mid-August. The new candidate should assume his/her role as soon as reasonable, ideally in late-September or early October.

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

“Last Name, First Name - Resume” &

“Last Name, First Name - Cover Letter – Lords Valley CC”

(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 Sprinkle: patty@kkandw.com

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