

## Candidate Profile

General Manager/Chief Operating Officer  
Rockaway River Country Club  
Denville, NJ 07834  
[www.rockawayrivercc.com](http://www.rockawayrivercc.com)



### Organization

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Rockaway River Country Club, nestled in the Rockaway River Valley in Denville, New Jersey, was founded in 1915 by neighboring year-round and summer residents desiring a recreational and social center. From a nine-hole “golf links” course in 1916, it has become one of the most challenging and best-maintained championship courses in the New York metropolitan area. In 2009 the Club was honored by being selected by the Metropolitan Golf Association as “Club of The Year.” Receiving this prestigious honor puts Rockaway River in the same company as Baltusrol, Winged Foot, and Plainfield Country Clubs.

Rockaway River Country Club was member-owned at its inception, as it is today, and has been except for a 12-year period beginning in 1944 when it was investor-owned by two successive companies. The members negotiated its re-purchase, effective January 1, 1957, and have since owned and operated the Club for their collective purpose and individual pleasure. Actual ownership rests with up to 300 proprietary members whose non-transferrable, equal-value Proprietary Certificates give those members equal ownership of the property. House and other categorized members enjoy certain privileges but hold no equity or voting rights.

In addition to its 18-hole championship course layout astride the Rockaway River, other amenities at the club include; A Golf Pro Shop with the latest equipment and attire, a Practice Facility & Short Game area with practice greens, and a driving range. Racquets at the club include 4 Har Tru Tennis Courts, Tennis Locker Area, Heated Platform Tennis Hut and Warming area, and a Tennis shop. Aquatics include a Heated Olympic Size Outdoor Pool, a Baby Pool, a Pool Snack Shop, and Patio Dining areas. The recently renovated clubhouse includes Gentlemen's and Ladies' Locker Rooms and Lounges, and multiple indoor and outdoor dining outlets as well as banquet facilities. There is a new Golf Performance Center/Pool Bar Facility currently being constructed and is scheduled to be completed by mid-May, and plans for an additional Paddle Court will be constructed over the Summer and be open next Fall.

Rockaway River Country Club's gross dollar volume exceeds \$7.4m with dues of \$4.0m, and annual Food and Beverage volume exceeds \$2.3m (29% of Food & Beverage revenue is Banquets) and is expected to grow. Annual Golf rounds exceed 20,000. There are currently 275 golf certificate members and 378 in all categories. The average age of the membership is 58. The current full initiation fee is \$40,000 and full dues/annual fees are \$16,220. There are 15 Board members and 9 standing committees; Greens, House, Paddle & Tennis, Membership, Finance, Golf, Social & Entertainment, Public Relations, and Buildings & Grounds. Rockaway River Country Club has 65 FTE staff members and employs close to 120 in season. The Club is open 11 months per year.

The General Manager/Chief Operating Officer's direct reports include; Food & Beverage Manager, Golf Professional, Golf Course Superintendent, Racquets Professional, Controller, Facilities Manager, and Swimming Pool Manager.

Please control click below for a short video.

[Rockaway River CC Video Preview](#)

## Position Overview

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The successful General Manager/Chief Operating Officer (GM/COO) at Rockaway River Country Club will need to be an approachable, visible, hands-on, and accessible leader to both the members and staff alike. The GM/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 Directors and committees.

The GM/COO at RRCC will report to the Board President and work with the Board of Directors and committee chairs. The GM/COO has responsibility for all day-to-day operations of the Club, including 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. This is not an office job. The GM/COO should sincerely engage with all members and their guests. The role of GM/COO at Rockaway River Country Club requires a strong embrace of the Denville community values and the enjoyment of a highly desirable community like Morris County.

## Key Responsibilities

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

- Provide proactive, high-quality leadership to ensure we always have a positive brand for RRCC and its facilities and amenities to both the membership and the community.
- Ensure that members receive premier service in all parts of the organization and that all employees have a "customer-first" service mindset.
- Work with the Board and direct reports on matters of compensation, recruitment, benefits, and performance.
- Work with all department heads and key member committees to optimize the member experience across all events and activities; communicate effectively with the Board regarding any significant matters that need to be addressed; resolve conflicts in a professional manner.
- Lead a strong human capital program, including employee engagement, recruiting, personal development planning, training, performance management, a focus on values-based behaviors, recognition, and reward practices, succession planning, etc.
- The development and execution of all standards and operating policies, which is the foundation of a true service-oriented culture.
- Lead a disciplined financial review process for the complete P&L, including capital budgeting, annual operating plans, and forecasts; negotiate and recommend contracts for Board approval, seeking competitive bids for larger projects.
- Set the standard for the principles of high ethics, teamwork, collaboration, innovation, and productivity.
- Foster the development of new and entrepreneurial concepts and activities for revenue generation and member enjoyment; ensure there is always an eye to longer-term planning and transformation priorities.
- Educate the Board on competitive industry trends and best practices.
- Maintain high-quality information systems and ensure a disciplined management reporting process; be an adept user of Club technology and other appropriate social media to facilitate membership communications; be computer literate, with knowing Jonas software a plus.
- Utilize a "Managing by Walking Around" leadership style to ensure there is an inclusive connection to both members and employees at all levels across our multi-generational club profile.

## Key Competencies Required

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- Excellent leadership skills - Team builder, inclusiveness, performance management, "hands-on" approach, organizational planning, delegation without micromanagement; professionalism
- Strong business acumen with experienced P and L skills; solid experience with large capital expenditure projects

- Confident, friendly, and outgoing style, and an effective communicator - written and verbal; must be able to relate to people at all levels
- Broad industry and competitive knowledge; a commitment to ongoing learning, personally and for the organization
- A person of exceptional character; self-motivated, and dedicated to the profession
- High energy with a good sense of humor and the ability to have fun
- Flexibility - the ability to work in a fast-changing work environment; open to new ideas in order to adapt to changing requirements and multiple priorities

## Education & Experience

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- Bachelor's degree in Hotel/Restaurant Management, business, or a related field and experience that provides the required knowledge and skills.
- Five to ten years minimum experience as a General Manager/COO in a similar position at a club or within a hospitality environment such as a luxury resort, or a high-end hotel.
- An exceptional Assistant General Manager with the proper training and mentorship would be considered.
- A Certified Club Manager (CCM) designation and a Certified Chief Executive (CCE) or working towards it are considered a plus.
- A career path marked with stability, continuous professional growth, and advancement.
- Impeccable and verifiable references; all candidates will be subject to a thorough background check.

## Competitive Compensation & Benefits

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- Competitive compensation/salary and an annual performance bonus
- Great Healthcare, Medical, and Life Insurance
- Paid time off and work/life balance
- Participation in the Club's 401k plan
- Professional dues, educational allowance expenses, and other approved expenses
- Relocation assistance (if from outside the area)

To be considered for this outstanding opportunity all cover letters and resumes should be received as quickly as possible but no later than March 29<sup>th</sup>, 2023. All information received will be kept in the strictness of confidence.

Professionals who meet or exceed the established criteria are encouraged to send a compelling cover letter addressed to Chris Richter, President outlining their qualifications, experience, interests, and why Rockaway River Country Club and the Morris County area of New Jersey will be beneficial for you, your family, and your career along with their resume to:

### GSI Executive Search

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This position is available immediately.