

## **GENERAL MANAGER/CHIEF OPERATING OFFICER PROFILE: MONTCLAIR GOLF CLUB WEST ORANGE, NJ**

### **GENERAL MANAGER/CHIEF OPERATING OFFICER AT MONTCLAIR GOLF CLUB**

Montclair Golf Club is a full-service country club seeking a General Manager/Chief Operating Officer (GM/COO) who will partner with its Board of Trustees, to consistently deliver a premier experience in every aspect of the Club and its amenities. The new GM/COO will lead all Club operations including its activities and the relationships between the Club and its Board of Trustees, members, guests, employees, and the community. The ideal candidate will possess exceptional leadership skills and strong financial acumen with an ability to engage members and employees at the highest level. A true sense of enjoying being a front-facing and relationship-driven leader towards members and their team will be a trademark for this individual.

Located in West Orange, New Jersey, the Club is on the verge of completing a significant facilities improvement plan detailed below. This will be an exceptional opportunity for a seasoned hospitality/club leader who is comfortable and experienced in a COO role. The Board of Trustees wants to empower this individual to lead the team and be a thought partner in deciding the strategic direction of the Club, while at the same time being a mentor to the senior management team and helping create an environment that will foster longevity in the key management positions.

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

### **ABOUT MONTCLAIR GOLF CLUB AND COMMUNITY**

Founded in 1893, Montclair Golf Club (Montclair or MGC) is one of the oldest golf Club's in the nation with over 130 years of rich, treasured history. Today Montclair Golf Club is enjoyed by families and guests of its diverse members who engage in a full range of sports and social activities and have great respect for the traditions and culture of the Club. Montclair Golf Club was recognized in 2009 as a Platinum Club of America and one of the top 100 Country Clubs nationally. In 2013, 2015, 2016, 2017, and 2018 MGC was awarded the prestigious Distinguished Emerald Club of the World award by the annual Distinguished Clubs of the World program conducted by *BoardRoom* magazine, one of the most respected trade publications serving private Clubs.

In the words of the great Bobby Jones, Montclair is "the longest short course I ever played." It is one of the few Clubs anywhere that can claim to have hosted both the Men's and Women's U.S. Amateur Championships. The Montclair property includes four unique nine-hole layouts, each beginning and ending at the Clubhouse, and a practice range renovated in 2008 and again in 2022 to include Trackman technology and re-graded and newly sodded turf and all-weather turf.

The Club's facilities also include six Har-Tru tennis courts, five platform paddle tennis courts, and a swimming pool and members can enjoy lunch or dinner on the grill. In 2019, the members approved Montclair's master plan and an \$18.5M renovation that reimagines many aspects of the already beautiful campus and all is almost completed.

This comprehensive plan included a newly relocated pool and paddle court complex, which is complete. Renovations to all four nines of the golf courses—with two completed and completely restored by Brian Schneider of Renaissance Golf with the Fourth Nine underway—a new short game area, and replaced and upgraded tennis courts, a renovated, expanded, and enhanced turf management building, a reimagined entryway, and renovations to the golf building and halfway house. When completed, Montclair Golf Club will provide members with a quality and scope of amenities rivaling or surpassing any club in the greater MET area!

**Mission Statement:**

“The Montclair Golf Club shall serve its members as a family-oriented Private Club. The Club shall strive to be the social and recreational center for members and their families. An excellent golf facility shall be the Club’s highest priority. All facilities and programs including golf, dining, swimming, and racquet sports shall be of the highest quality and supported by a team of dedicated employees striving for superior service. The Club’s proud heritage and traditions shall be preserved while recognizing the need to accommodate the changing requirements and values of the membership.”

### **Montclair Country Club Core Values**

**FAMILY** Members are not customers. They’re family. We warmly welcome each by name, know their likes, and personalize every interaction so they feel right at home.

**EMPOWERMENT** We nurture the power within—by encouraging staff to proactively achieve their personal best and creating aspirational member experiences.

**INCLUSION** Every member belongs here. The moment they step through our door they are respectfully accepted into our community.

**INDIVIDUALISM** We believe the differences that set each of us apart distinguish and strengthen our club as a whole.

### **MONTCLAIR GOLF CLUB BY THE NUMBERS**

- 910 Members Approximately from all categories
- \$40,000 Initiation Fee/ \$1,000 Certificate
- \$17,508 Annual Dues/ \$23,636 All In
- \$24M – Approximate Gross Volume
- \$11.7M – Approximate Dues Volume
- \$3.4M – Approximate F&B revenues, with approximately 69% from a la carte
- 123 Employees (FTE)/ 260 Employees Seasonal (Summer)
- Approximately 35,293 Rounds of Golf Annually
- 12 board members each serving a 3-year term – 2 Term Max
- Current committees: Golf, Green, Racquets, House & Events, Membership, Pool, Governance, Nominating / Trustee Committees Only Include: Standards, Finance, Compensation, 2026 USGA Women’s Mid-Am Committee
- Memberships average age: 53
- Club operates as a 501(c)(7)
- Club POS & Accounting System: Jonas Encore

**MONTCLAIR GOLF CLUB WEB SITE:** [www.montclairgolfclub.org](http://www.montclairgolfclub.org)

### **ABOUT THE CLUB VIDEO**

#### **GENERAL MANAGER/CHIEF OPERATING OFFICER POSITION OVERVIEW**

Montclair has come a long way in its last 5 years, with the implementation of a comprehensive master plan discussed above, which is giving the club and its membership a strong sense of pride and the amenities to provide one of the best full-service club experiences in New Jersey. Membership recruitment and retention efforts in the last 5 years have the club positioned well for the future, and financially healthy. The forecast is for a strong and robust future for the Club.

During this time, the Board has taken on the task of modernizing its governance/leadership and the overall organization of the operation. The club is now in a great place for the right trusted, highly regarded, positive, and sincerely engaged executive club professional to come in and lead a very experienced team that possess all the key competencies needed to deliver exceptional member experiences daily. The new GM/COO will be someone with exceptional financial acuity, particularly well-honed leadership skills, a positive record of talent recruitment, retention, and developmental skills, and a keen ability to monitor and enhance the performance management systems and SOPs in place. The membership and management team in place will react well to a leader who does this in a respectful style with a strong diplomatic yet straightforward and gravitas-enhanced way about them.

This individual will be comfortable exhibiting their strong, energized, passionate, and “highly present, approachable and dynamic style” as a leader. They will possess a great “executive presence” and a “take charge” style in the way in which he/she conducts business, purports himself/herself, and “owns” the position while being respectful to the Club’s history. Being able to react and adjust to a very diverse membership and mature staff is also a critical success factor. Many of the management team have been at the club for more than 10 years.

These managers have remained at the Club for an extended period because they are capable, appreciated, and respected by the membership and enjoy and work well with one another.

The candidate should be someone who “understands trends in the industry,” “can define and deliver on high standards of operation,” and who can “allow the Board to be more strategically focused” in its capacity. Having a “macro-understanding of how things work at MGC,” as well as being exceptional “detail-oriented” in all that he or she does is critical. Additionally, important beyond being the natural “face of MGC” is recognizing and developing relationships beyond the confines of the Club property, including developing strong community relationships with people and businesses who contribute to the success and well-being of MGC.

Being a clear “thought partner” with the Board, recognizing the need to provide meaningful recommendations, backed by reasoned arguments and facts, and being a “capable advisor and operational executor” on agreed-upon directions, directives, and mutually determined budgeted goals are uniformly desired by the Board.

The General Manager/Chief Operating Officer, in essence, will be the CEO of the Club and is expected to work in a proactive leadership manner with the Board of Directors, Committees, and Senior Staff leaders. Strong relationships with the Board and Committees, will be critical to having continued success with the annual business planning and budgeting efforts, which the General Manager/Chief Operating Officer and his/her team will “own” and deliver on mutually agreed upon results.

**Highlights of the role and necessary competencies include:**

- The GM/COO of the Club operates as the Chief Operating Officer and reports to the Board of Trustees.
- Being visionary and mission-oriented, anticipating how the Club continues to evolve, and being actively ‘networked’ in the industry to the point of being on the forefront of trends in clubs and economic cycles are important.
- Constantly evaluating the necessary and appropriate service standards is critical.
- Able to implement rules and behavioral issue standards, recognizing that orientations with new members and a leadership style that engages existing members to uphold such standards is necessary and will be a key part of the GM/COO’s responsibilities.
- Actively participating and “thought partnering” with the Board, Committees, and contributors to MGC’s ongoing success. “Leading the Board” as opposed to being an “order taker” is critical to MGC’s long-term success.
- Possessing the ability to make the Club an “employer of choice” toward attracting, retaining, and developing staff at every level within the greater MGC organization. Being innately understanding, empathetic, reliable, and relatable to staff at all levels of the MGC team is necessary and critical. Ensuring that a high, positive level of employee morale and energy is in place is important, and leading the effort in this regard is necessary.
- Responsive and proactive vs. reactive and indecisive leadership traits; being innovative and creative with resources, programming, staffing, and suggestions to the Board and Committees.
- The ability to make decisions; having a thoughtful, reasoned approach to taking both responsibility & accountability for the operations, including ensuring that decision-making is done with appropriate and relevant data.
- Being a natural communicator, most importantly have exceptionally well-developed listening skills.
- Managing the development of the Club’s strategic and annual business plans.
- As noted, serving as the most positive “Behavior Model” for direct reports and all levels of employees to emulate and respect.
- Reviewing efforts of all marketing and membership programs created for potential and present members and offering industry thoughtful recommendations when and where needed.
- Always driving for high standards for service for all amenities of the club, recognizing this is a hospitality-driven position
- Leading, developing, participating, and supporting organizational efforts to achieve goals as established for Membership recruitment and retention goals, for which the GM/COO is an active leader.

**CANDIDATE QUALIFICATIONS**

- A minimum of 7 - 10 years of progressive leadership/management experience preferably in a private member-owned country club with multi-dimensional operations, or leading hospitality operations outside of the club industry in a similar hospitality operation.

- Consideration will be given to those not currently in a GM/COO role, but who have been part of top-performing clubs or hospitality operations.
- The new GM/COO must demonstrate a record of personal success, have a stellar reputation, and have a track record of operating always in a transparent manner with integrity that is unquestioned.
- Naturally articulate with their communication to staff, and members.

#### **EDUCATIONAL AND CERTIFICATION QUALIFICATIONS**

- A Bachelor’s Degree in Business Administration or Hospitality Management with a minimum of 7 - 10 years of significant management experience in a similar, private, member-owned premier club/community environment is preferred.
- A CCM or CCE designation from the CMAA or a PGA General Manager certification or similar accreditation outside of the club industry is desirable.
- A record of continuing their education throughout their career.

#### **EMPLOYMENT ELIGIBILITY VERIFICATION**

In compliance with federal law, all hired employees must verify their identity and eligibility to work in the United States and complete the required employment eligibility verification form upon hire.

#### **SALARY AND BENEFITS**

Salary is open and commensurate with qualifications and experience. The club offers an excellent bonus and benefits package, including association membership. *Salary Range: \$350,000 - \$450,000.*

#### **INSTRUCTIONS ON HOW TO APPLY**

Please upload your resume and cover letter in the order listed using the link below. When prompted for them during the online application process, you should have your documents fully prepared to attach. Please be sure your image is not on your resume or cover letter; it should be used on your LinkedIn Profile.

Prepare a thoughtful cover letter addressed to the **Montclair Golf Club search committee/Attn: Rod Eichler, President and Search Chairman**. Clearly articulate your alignment with this role, why you want to be considered for this position at this stage of your career, and why MGC and the West Orange, NJ area will benefit you, your family, your career, and the Club if selected.

**You must apply for this role as soon as possible but no later than Friday, March 21, 2025. Candidate selections will occur at the end of March 2025, with the first Interviews expected in mid-April, and the second interviews a short time later. The new candidate should assume his/her role in mid-June 2025.**

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

“Last Name, First Name - Resume” &

“Last Name, First Name - Cover Letter - Montclair”

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 Bethany Taylor: [bethany@kkandw.com](mailto:bethany@kkandw.com)

#### **Search Executive:**

Paul K. Levy, PGA

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