

# KOPPLIN KUEBLER & WALLACE

THE MOST TRUSTED NAME IN EXECUTIVE SEARCH AND CONSULTING

## **GENERAL MANAGER/COO PROFILE: NORTH JERSEY COUNTRY CLUB WAYNE, NJ**

### **GENERAL MANAGER/COO AT NORTH JERSEY COUNTRY CLUB**

North Jersey Country Club in Wayne, NJ, seeks a confident and seasoned General Manager/COO (GM/COO) to lead its thriving operation. This exceptional opportunity offers a cohesive, tenured team of department heads who are passionate about their work and eager for an inspiring leader to guide and join them. With a strong emphasis on culture fit, the ideal candidate will bring a proactive, positive attitude, humor, and an ability to build relationships and earn the trust of the Board of Directors, staff, and membership. Collaborating closely with all stakeholders, the GM/COO will play a pivotal role in helping define the Club's vision and setting clear goals for the future. This role demands strong financial acumen, project management expertise, and the ability to oversee \$9M in capital projects that will transform the Club's facilities and amenities for years to come. This is a unique opportunity for a highly ambitious individual to make a significant impact and lead an exceptional team into the future.

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

### **ABOUT NORTH JERSEY COUNTRY CLUB**

Situated on 380 forested acres in Wayne, New Jersey, just 20 miles from New York City, North Jersey Country Club has been a premier private club since its founding in 1895. Renowned for its award-winning Walter Travis-designed golf course and beautiful Tudor-style clubhouse, the club offers an exceptional blend of tradition and modern, family-friendly programming and amenities. The golf course, originally designed in 1921, features breathtaking vistas, dramatic elevation changes, and challenging greens, catering to players of all skill levels with practice facilities, lessons, and clinics that foster a welcoming and competitive environment.

In addition to golf, North Jersey Country Club boasts a vibrant racquet sports program with four lighted tennis courts featuring the same Deco surface used at the US Open and four lighted paddle courts. Under the guidance of Tennis Professional David Feher for over 40 years, the club hosts a thriving kids camp, clinics, junior activities, and engaging social events. Members also enjoy exceptional dining experiences with both casual and fine dining options available in indoor and outdoor settings, as well as access to a fully equipped fitness center, an outdoor heated swimming pool, and versatile banquet facilities for special events.

Combining a storied history with a commitment to delivering exceptional recreational and social opportunities, North Jersey Country Club provides a relaxing and rewarding experience for all its members and guests.

### **NORTH JERSEY COUNTRY CLUB BY THE NUMBERS:**

- 21,223 Annual rounds of golf
- Initiation Fee \$50,000
- Annual dues \$15,076
- 500 Families
- \$10M Gross volume
- \$4.3M Annual dues volume
- \$2.6M F&B volume, 44% a la carte / 56% catering
- 44.9% Food Cost
- 50 Full-Time Employees; 130 seasonal
- 12 Committees
- 15 Board Members

- 58 - Average age of members
- POS and Accounting are both Club Essentials

**NORTH JERSEY COUNTRY CLUB WEBSITE:** [www.northjerseycc.com](http://www.northjerseycc.com)

### **GM/COO POSITION OVERVIEW**

The GM/COO holds full responsibility for all aspects of operations at North Jersey Country Club (NJCC), effectively managing all resources and reporting to the Board of Directors through the President. The GM/COO is expected to embody an “exceptional member-centric experience,” leading the management team—many of whom have longstanding tenure at the Club, be representative of modern management ‘metric-oriented’ practices, and indirectly supervise all employees of the Club while intuitively promoting a positive, engaging, and highly competent service culture in all operations. Direct reports to the GM/COO include the Head Golf Professional, Golf Course Superintendent, Racquets Professional, Controller / Assistant General Manager, and Food & Beverage Manager.

The GM/COO serves as an engaged and collaborative “thought partner” with the Board of Directors and Committees, working closely to shape strategic decisions and establish the Club’s Mission, Vision, and Core Values, ensuring the Club’s long-term success. With a growing membership base that includes families, the GM/COO must demonstrate keen observational skills, active listening, and the ability to respond thoughtfully to today’s members’ evolving needs and expectations. Effectively working with the member committees and board by implementing a best practices approach to governance and leadership will lead to success for the new GM/COO.

### **KEY PRIORITIES OF THE NEW GM/COO**

#### **LEADERSHIP & MANAGEMENT**

- Establish a benchmark for effective management by demonstrating exceptional leadership skills and a passion for the club’s property, staff, and membership.
- Work with the staff to clearly define annual objectives. Provide the necessary tools for success and monitor/measure their progress throughout the year.
- Partner with department heads to create, implement, and enforce employee rules and regulations while overseeing personnel initiatives
- Drive the development and execution of the Club’s strategic and annual business plans, aligning operations with its evolving goals and vision.
- Attract, mentor, and retain a high-performing staff, fostering a culture of excellence and ensuring consistent adherence to well-defined service standards.
- Inspire and empower the team by setting clear goals and expectations, delivering constructive feedback, and promoting respectful and professional interactions. When needed, demonstrate a hands-on approach to lead by example and establish benchmarks for operational excellence.

#### **OPERATIONS & EFFICIENCY**

- Execute policies established by the Board of Directors, ensuring their effective implementation and administration.
- Work collaboratively with the Board on new project oversight.
- Develop, implement, and approve operational policies, programs, procedures, and regulations that align with the Club’s strategic goals.
- Track progress on short- and long-term objectives and partner with the Controller to prepare and maintain a comprehensive financial plan.
- Lead the creation of operating and capital budgets in accordance with the budget calendar, regularly reviewing financial statements and taking corrective action when necessary.
- Ensure compliance with all applicable local, state, and federal laws governing Club operations.
- Oversee the care, maintenance, and enhancement of all physical assets and facilities, ensuring they consistently meet the highest standards of quality and appearance.

#### **FINANCIAL MANAGEMENT**

- Collaborate with the Controller to effectively manage the Club’s cash flow and ensure robust controls safeguard funds and assets.

- Oversee and enforce financial policies established by the Board of Directors, ensuring compliance with financial regulations and alignment with industry best practices.
- Develop and monitor annual budgets, promoting financial stability through strategic planning, disciplined cost management, and proactive oversight.
- Conduct detailed financial analysis and reporting, delivering actionable insights to the Board of Directors to facilitate informed and strategic decision-making.

#### MEMBER & GUEST RELATIONS

- Personally welcome new members and engage with all members during their visits, fostering meaningful connections through recognition, open communication, and proactive follow-up.
- Oversee marketing and member-relations initiatives to promote the Club's services and facilities, ensuring alignment with its mission and standards.
- Inspire and empower staff to design and execute diverse, engaging events that enhance member satisfaction and enrich the overall Club experience.
- Represent the Club in select community activities, enhancing its prestige and reinforcing its role as a respected and valued community member.

#### STRATEGIC PLANNING & DEVELOPMENT

- Keep the Governing Board, committees, and executive staff informed about trends, emerging challenges, and unforeseen circumstances that may require adjustments to the strategic plan.
- Actively engage in meetings of the Club's Executive Committee, Board of Directors, and other committees to provide valuable insights and support decision-making.
- Regularly update the Board and the Executive Committee on all significant activities and matters, ensuring transparency and alignment
- Serve as a valuable resource to the Board on industry trends, best practices, and standard operating procedures, maintaining a commitment to ongoing research.

#### CANDIDATE QUALIFICATIONS

- Proven experience managing capital improvement projects from inception to completion.
- Exhibit a balance of humility and confidence, maintaining a diplomatic demeanor while demonstrating steadfastness and the ability to build consensus for effective decision-making.
- Strong leadership in dynamic, progressive, "family-centric" club environments with significant recreational and social activities and amenities.
- Possess exceptional financial literacy and the ability to work closely with the Controller to manage and interpret financial data. Must be able to create tailored reports upon request and clearly explain both the data and the narrative behind it, ensuring financial information is accessible to members with varying levels of financial understanding.
- Expertise in budgeting, financial analysis, and ROI-driven decision-making, with the ability to effectively articulate the strategic vision behind the numbers.
- Demonstrate strong presentation skills to effectively communicate financial and operational information to the Board of Directors and members, fostering transparency and engagement.
- Bring extensive experience in managing capital projects, including coordination, budgeting, and oversight of project managers, to successfully lead the Club's \$9M in planned improvements, enhancements, and renovations.
- A history of effectively balancing tradition with innovation to meet member expectations and ensure organizational growth and success.
- Extensive, progressive management experience in a well-regarded private club or similar hospitality environment.
- A minimum of five years of senior leadership experience at high-expectation hospitality venues in the private club and hospitality industries.
- Proven ability to lead and inspire long-tenured department heads and employees, fostering a culture of excellence and accountability.
- Proven history of recruiting top talent, mentoring staff to develop their skills, and cultivating internal career progression.

- Demonstrated success in managing volunteer, member-owned organizations with a strong committee culture and achieving consensus on majority-interest objectives for long-term organizational benefit.
- Exceptional verbal and written communication skills.
- Maintain high visibility and active engagement with members and staff, fostering strong relationships through approachability, accessibility, and genuine connection.
- Exhibit a polished and professional personal demeanor complemented by an intuitive ability to connect with and build a strong rapport with diverse individuals and groups.
- Success in Food & Beverage (F&B) operations, including inspiring, training, and setting standards, with a reputation for overseeing top-tier F&B services.
- A commitment to ongoing professional development for the GM/COO, department managers, and key staff, staying abreast of industry trends and benchmarks while maintaining a strong professional network.
- An evident appreciation for golf, its history, and the ability to deliver an exceptional experience for members and guests.

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

- A Bachelor's Degree from a four-year university or college is highly desirable, preferably in Hospitality Management.
- In lieu of the degree, substantial private club or hospitality experience will be considered.
- Certified Club Manager (CCM) designation preferred but not required.

#### **EMPLOYMENT ELIGIBILITY VERIFICATION**

In compliance with federal law, all persons hired will be required to verify identity and eligibility to work in the United States and to 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: \$275,000 - \$325,000 + Bonus

#### **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 accessible through your LinkedIn Profile.

Prepare a thoughtful cover letter addressed to the **North Jersey Country Club Search Chair, Mr. Peter Robertiello**. Clearly articulate your alignment with this role, why you want to be considered for this position at this stage of your career, and why NJCC and the Wayne, 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, February 14<sup>th</sup>, 2025. Candidate selections will occur late February, with the first Interviews expected in early March 2025 and the second interviews a short time later. The new candidate should assume his/her role in May/June.**

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

"Last Name, First Name - Resume" &

"Last Name, First Name - Cover Letter -North Jersey CC"

(These documents should be in Word or PDF format)

Note: Once you complete the application process for this search, you cannot 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)

#### **Lead Search Executives:**

Michelle A. Riklan, Search & Consulting Executive ▪ 908-415-4825 (M) ▪ [michelle@kkandw.com](mailto:michelle@kkandw.com)

Sam Lindsley, Search & Consulting Executive ▪ 216-509-2250 (M) ▪ [sam@kkandw.com](mailto:sam@kkandw.com)