



General Manager Albany Country Club

The Club

Founded in 1890, The Albany Country Club is in Voorheesville, NY just Southwest of the city of Albany making Albany Country Club one of the oldest continuously operated clubs with golf in the country. In 1960, Governor Rockefeller was seeking a new campus for the State University and took the clubhouse and land in 1961 by eminent domain forcing the members to relocate to a large piece of property just outside the city with spectacular views. Through the years, the club has gone through many renovations and today boasts a beautifully renovated clubhouse with a grille room and patio for member dining and several banquet rooms able to accommodate parties and member events from 10-300 guests.

The club has (5) har-tru tennis courts, paddle tennis, pool facilities for family activities and a crown jewel of a golf course and practice facility. The golf course is known for being one of the finest in the northeast. The current location, the 7100-yard golf course was designed from 1961-1964 by Robert Trent Jones, the "Dean of American golf course architects".

The Opportunity

The General Manager oversees all club operations and must be a very visible and accessible leader to both the members and staff alike. The General Manager will guide the club under the direction of the Board of Directors. He/she will act as the leader, mentor and liaison between all department heads and committees; be held accountable for all areas of the club; and will enable the board to avoid the short-term focus that is the staff's responsibility, allowing the board to focus on proper governance. The club seeks an experienced, strong, well-rounded club leader with experience in membership marketing, food and beverage management, and club finance and budget management. This is an excellent opportunity for a club management professional willing to focus on an exceptional level of professional service, attention to and recognition of the club's loyal membership while providing leadership and guidance to its staff in order to achieve those goals.

Requirements

The General Manager will be the consummate professional, well-versed in all facets of club administration. The ideal candidate will have a minimum of five years as a General Manager, Assistant General Manager or Clubhouse Manager under the direct supervision of a General Manager in a traditional, comparable private club setting. Candidates will have a working knowledge of all facets of private club operations with a strong emphasis on food and beverage, membership marketing, financial management and strategic planning.

Organization

In 2005, Albany Country Club celebrated its Sesquicentennial or 125 years as a private member owned country club. Throughout its history, Albany Country Club has hosted many high-level public golf events, both PGA and USGA, and is known for its long runway tees, large greens and wide fairways and undulating fast greens. The golf course provides an enjoyable round of golf and challenges players of all abilities.

The club's annual gross revenues are \$4.5 million with food and beverage revenue of \$1.6 million. Total staff in season reaches 140 employees. The current membership is 350 in all categories.

Albany Country Club members are also proud of their tenured employees including our Golf Professional, Executive Chef, Locker Room attendant and director of catering and others all with over 25 years of service. The current general Manager is retiring after 17 years of service.

Responsibilities

- The oversight of the work of all department heads and managers. In coordination with department heads, the recruitment, hiring, training, supervision, and timely evaluation of all the club's staff. Compensation and benefits are to be administered consistently and must fall within the guidelines as mandated by the annual budget and club policy.

- The General Manager will directly and through department heads emphasize a "member first" service culture that ensures member patronage and maximizes the use of the club's facilities.

- The active promotion of the club to all members and their families. The General Manager is expected to interact with members daily, actively soliciting member opinions and input as to the club's facilities and services. Visibility and accessibility are paramount. The General Manager will respond to member complaints in a timely fashion and report significant issues to the President.

- Financial guidance and reporting for all club operations in accordance with acceptable accounting procedures. Such duties will involve the formulation of the club's annual operating and capital budgets to be coordinated with the Finance Committee, the Controller and department heads. The General Manager will operate the club in accordance with the approved budgets and with the Controller report the club's financial condition to the Board of Directors monthly.

- Utilize a working knowledge of all facets of private club operations with an emphasis on food and beverage services, membership growth, social media presence, staff mentoring and the ability to drive member usage through program development.

- Demonstrate a reputation as an active and visible club leader, exhibiting a casual yet professional image and being responsive to member needs and feedback.

Attributes to Include:

- An outgoing and friendly personality with a high potential to identify with and embrace the club's culture.
- The ability to work well with the Head Golf Professional and the Golf Course Superintendent who are valued members of the management team.
- Leadership skills with the ability to motivate a veteran staff with a commitment to quality and excellence.
- Highly energetic—a self-starter with a “hands-on” approach to management.
- Excellent communication skills at all levels.
- A strong sense of service with proven staff development and training skills.
- Attention to detail with a sense of urgency.
- The ability to function in a committee-oriented environment and respond to the ideas and energies of the club’s standing committees. The ideal candidate must also be able to deal with a variety of personalities.
- Firm leadership skills to guide the club's board governance and oversee the work of club committees.
- The ability to see the “big picture” but also to have a critical eye for detail.
- A career path marked with a logical progression of title and responsibility, stability of tenure and accomplishment.
- The General Manager is expected to “set the pace” for all employees and to actively promote a positive and safe work environment where teamwork and cooperation are emphasized.
- A hospitality, business management or related degree is preferred.
- The CCM designation is a plus.
- Impeccable and verifiable references. All candidates will be subject to a thorough background review and must have an excellent credit record.

Compensation and Benefits

- A base salary and potential annual bonus at discretion of Board of Governors
- Family health insurance in accordance with club policy
- Participation in the club's 401(k) plan in accordance with club policy
- Standard benefits included in Employee Manual
- Relocation assistance
- A full CMAA package to include dues and educational expenses, to be determined in each years' operating budget.

Professionals who meet or exceed the established criteria are encouraged to forward or e-mail resume, cover letter, salary requirements and references to:

William R. Aperance, CCM
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c/o Executive Search Committee
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visit club website: www.albanycc.cc