



North Andover Country Club

General Manager

North Andover Country Club (NACC) is seeking to hire a General Manager to lead an enthusiastic and family-oriented private club. NACC offers a high-quality member experience centered on its charming 9-hole golf course, festive pool atmosphere, newly renovated dining room/kitchen, and a robust paddle, pickle and tennis program amidst a beautiful setting adjacent to Lake Cochichewick.

The new General Manager will manage all aspects of the club, which has approximately 215 member families. The GM's main role is to attract, train, manage, and retain a staff focused on providing first-rate customer service to members. We seek a competent, committed, and congenial leader who will report to a 12-person Board of Governors, led by a Club President.

North Andover Country Club

North Andover Country Club is a dynamic club, home to those with long family ties to NACC as well as newer first-generation club members from throughout the Merrimack Valley. The club features a clubhouse with 86 seat dining capacity and a 2,000 square foot event space, a classic Donald Ross 9-hole course, 4 Har-Tru tennis courts, 4 paddle courts, two pickleball courts, a competition-size heated pool and a golf simulator.

NACC is currently thriving. Membership trends are strong, a newly renovated clubhouse and kitchen offer first-rate member dining and events, and the golf course, paddle courts, tennis courts, and pool are all well-run and generally in excellent condition. NACC's culture centers on respect for others, camaraderie, appreciation of our staff, and a dedication to preserving and enhancing the high-quality amenities offered amidst the natural beauty of our setting.

Nature of the Role

The General Manager will play a key role in maintaining a convivial and friendly atmosphere in the club and working with staff to ensure member experiences are enjoyable. A candidate for GM who enjoys engaging with members and can attract and retain a loyal staff will be highly desired.

The GM is responsible for the financial and operational stability of the Club and must have demonstrated financial acuity. Upgrading the existing club management software and financial analysis and reporting will be key early priorities.

The GM will also play an important role in recruiting new members to the Club, developing a marketing strategy and communication approach that reflects the Club's ongoing efforts to expand beyond its traditional sources to attract members who may not have considered the virtues of country club membership.

The GM at NACC will benefit from existing experienced leadership provided by the golf professional, head of grounds, and head chef, each of whom is highly regarded by members and will be a source of significant support for the new GM. Setting clear goals and providing leadership and mentoring to the team in a collaborative fashion will be a high priority.

The GM will focus on building out and training the House staff to expand and improve the dining experience for members. A beautiful setting and a quality food and beverage team will enable NACC to attract increased member usage and events that will benefit overall club revenue growth.

Qualifications

- Progressive leadership and management experience in an active, private member-focused club environment or quality hospitality environment who can demonstrate knowledge of private club dynamics of success. *NOTE: Those current Assistant General Managers or Clubhouse Managers at clubs with verifiable records of outstanding achievement are ideal for this role.*
- General leadership skills with strengths in several the following elements: team development, financial performance, diverse recreational amenity management, quality food and beverage programming, strategic planning, and project management.
- Experience in delivering and executing quality dining features and other food and beverage experiences.
- Effective financial management skills through development and oversight of the annual operating budget, capital improvements, and identification of external revenue-generating opportunities.
- Bachelor's Degree from a four-year university or college is highly desirable, preferably in Hospitality Management, Business Management, or similar tracks.
- In lieu of a degree, candidates with substantial private club or quality hospitality industry training and experience will be considered.

Salary and Benefits

Salary is open and commensurate with qualifications and experience.

To apply, please prepare a cover letter along with a current resume addressed to NACC President, Colleen Dias. The President and the NACC Search Committee will review all submissions and contact candidates for further consideration.

Please send your cover letter and resume to NACCPresident22@gmail.com with GM POSITION in your subject line, by Friday, December 30, 2022.

NACC is an equal opportunity employer and makes employment decisions without regard to race, color, religion, gender, sexual orientation, gender identity, national origin, age, disability or protected veteran status.