

GENERAL MANAGER/CHIEF OPERATING OFFICER PROFILE: MOUNTAIN RIDGE COUNTRY CLUB WEST CALDWELL, NJ

THE GENERAL MANAGER/CHIEF OPERATING OFFICER OPPORTUNITY AT MOUNTAIN RIDGE COUNTRY CLUB

The General Manager/Chief Operating Officer (GM/COO) role at the renowned Mountain Ridge Country Club (MRCC) offers a great opportunity to join a high-performing team at a club known for very high member satisfaction. The club operates at a level that supports its status as one of the top clubs in the greater Metropolitan area. The new GM/COO will inherit a strong team of professionals and an operation that has seen significant reinvestment in its facilities over the past several years, as well as an organization with an exceptional culture for both members and staff.

The successful new leader will be highly motivated to guide this organization positively and to continually raise standards and expectations. They should naturally possess high levels of emotional intelligence (EQ), be personable and engaging with both members and staff, and serve as a strong, positive mentor. An exceptional business leader and partner with the Board, they will guide a multi-generational, family-oriented club that is well-positioned for the future. Such a leader should bring especially strong passion and enthusiasm for MRCC.

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

MOUNTAIN RIDGE COUNTRY CLUB AND COMMUNITY

Mountain Ridge Country Club, located in West Caldwell, New Jersey, was founded on April 17, 1912, by 25 charter members. The club's original site was a 176-acre plot in West Orange, featuring a nine-hole course laid out by David Hunter, the golf professional at nearby Essex County Country Club, which opened for play in 1913. In the winter of 1916–17, legendary course architect A.W. Tillinghast redesigned the course.

In 1929, the club acquired a 282-acre parcel in West Caldwell and enlisted acclaimed architect Donald Ross to design a new course. Ross visited the site several times, ultimately creating two nine-hole loops that both finish with dramatic uphill holes returning to the clubhouse. The course officially opened in 1931 and has largely remained unchanged in layout for over 90 years.

The course is widely regarded as one of the region's finest Donald Ross designs. While the fairways are broad and the greens receptive to a running shot, the course's true challenge lies in its green complexes and surrounding areas, which a recent restoration project has enhanced by restoring many original Ross features.

Over the decades, Mountain Ridge has earned recognition as one of the New York Metropolitan Area's "hidden gems," and has hosted a long list of prestigious championships. These include the USGA Senior Amateur Championship in 2012 and the LPGA Cognizant Founders Cup in 2021. The club also hosted the Metropolitan Open in 1966, 1985, 2000, and 2020, the MGA Ike Championship in 2007, and the New Jersey PGA Section Championship multiple times, along with the French American Challenge in 1997.

Accolades from *Golf Digest*, *Links Magazine*, *Golf Magazine*, and *Met Golfer* have consistently ranked Mountain Ridge among the area's best. In 2012, *Golf Magazine* named it the "Renovation of the Year." *Links Magazine* also recognized it for offering some of the finest and fastest greens in the state.

The stately stone clubhouse, built alongside the course in 1931, was designed by Clifford C. Wendehack, the renowned clubhouse architect responsible for designs at Winged Foot, Ridgewood, and Bethpage.

With updates and expansion of outdoor dining spaces over recent years, the club is heavily used by members and is especially known throughout the area for its attentive, highly personalized service and exceptional events. Views from nearly every dining area are expansive, providing some of the finest scenery of any club in the region.

The club also features a racquets complex with six tennis and six pickleball courts and is currently undergoing a major project to reroute the entry road and build a new gatehouse. Additional buildings include housing for seasonal H2B and J1 employees.

Steeped in history and defined by world-class golf, Mountain Ridge remains a proud steward of the game and one of the most respected private clubs in the region.

MOUNTAIN RIDGE COUNTRY CLUB BY THE NUMBERS:

- Approximately 381 total members, primarily Sustaining Family membership
- Dues are approximately \$24,799 for full Sustaining members
- The annual minimum charge is \$2000 and a monthly capital charge of \$428
- Initiation fees for a Sustaining Family members are \$150,000
- Gross revenues for 2024 were approximately \$13.0M
- Food and beverage revenues in 2024 were approximately \$3.2M with 50% ala carte and catering
- Overall payroll and benefits expenses for 2024 were approximately \$5.6M
- The club employs approximately 57 full time team members and an additional 131 in-season
- The Club's Board is comprised of 15 members each serving three years and may be elected for two consecutive terms. Presidents typically serve three-year terms.
- Mountain Ridge Country Club is a 501(c)(7), not for-profit, tax-exempt corporation
- The club utilizes ForeTees/Salesforce for POS and club accounting.
- There are a number of active committees including: House Committee, Golf Affiliations Committee, Men's Golf Committee, Women's Golf Committee, Budget Committee, Pool Committee, Racquet's Committee, Philanthropy Committee, Plant and Equipment Committee, Green Committee, and Membership Committee
- The average age of the club member is approximately 59

MOUNTAIN RIDGE COUNTRY CLUB WEBSITE: www.mountainridgecc.org

GENERAL MANAGER/CHIEF OPERATING OFFICER – POSITION OVERVIEW

The GM/COO takes on all operational leadership responsibilities for Mountain Ridge Country Club and acts as a key thought partner and executive for the Club's Board of Governors and Committees. The GM/COO at MRCC oversees all daily operations and departments within the Club. He/She manages all operational aspects—including amenities, project development, staff, programs, activities, recreational sports, and food and beverage operations—to consistently deliver exceptional service to members and their guests. This role requires excellent diplomatic skills and charisma, along with a strong, personalized service mindset and a servant's heart—qualities that all team members should and must embody. A crucial factor for the new GM/COO's success is the ability to be "present" and genuinely connect with each generation of family members and their guests, maintaining approachability and appropriate interaction, effectively balancing administrative and strategic duties with engagement.

The GM/COO is responsible for developing, implementing, and consistently maintaining all service standards and procedures while providing vibrant, innovative, respectful, and energetic leadership to key managers and staff. A primary goal is for the GM/COO to be a highly visible and engaged representative of the Club, ensuring that goals, objectives, and responsibilities are clearly defined, understood, and regularly evaluated for ongoing improvement. The GM/COO will continue to ensure that top-quality products and services are delivered while maintaining financial responsibility and adhering to established budgets, which he/she has significantly helped create. Like many clubs since COVID, MRCC has become very busy across nearly all operational areas, making it crucial to manage, lead, and anticipate effectively.

As was the case with the highly respected departing executive, the new GM/COO must actively engage in strategic planning, talent acquisition and retention, membership orientation, and programming activities/services, ensuring that each area considers both current and future membership demographics. Additionally, he/she must guarantee that all amenities at MRCC meet member expectations, with a core mission to assess and uphold the quality standards for which MRCC is well known.

The new GM/COO will understand that golf, highlighted by the outstanding Donald Ross-designed course, along with food and beverage operations, mainly drives the Club. However, he/she must also recognize that other amenities, family activities, events, and personalized services are key parts of MRCC's offerings, requiring alignment with member expectations, continuous relevance assessments, and a dedication to excellence.

A key requirement is the ability to proactively collaborate with the Board and Club Committees, as appropriate, to maintain focus on strategic goals that support MRCC's long-term success. This includes ensuring the smooth execution of major capital projects and keeping all key stakeholders well-informed. The Club seeks a GM/COO who actively identifies, researches, and recommends strategic initiatives and projects, understanding that it is their duty to serve as a vital thought partner with the Board.

Following best practices at innovative, high-performance clubs, continuously enhancing existing member services and developing new programs and activities to increase member satisfaction and value are essential. This mainly relies on well-organized events and functions. The GM/COO should genuinely enjoy planning and executing these events, working closely with a strong senior staff team to ensure all details meet expectations. A sincere passion for the role, Mountain Ridge Country Club, its members, the surrounding area, and the team's success is crucial.

INITIAL PRIORITIES OF THE NEW GENERAL MANAGER/CHIEF OPERATING OFFICER

- Meet and sincerely interact with and engage as many members as possible; "be present!" Build trust whenever and wherever possible, schedule interactive times, and follow up on details. "Be involved and in charge!" Learn about the members, the team, and the processes to understand what and why before initiating changes. OBSERVE AND EVALUATE FIRST. Be CURIOUS about everything!
- DETAILS, DETAILS, DETAILS. Become intimately familiar with Board and Member expectations regarding service levels and ensure they are clearly understood by the staff. Make sure accountabilities, training, and proactive evaluation of consistency and results are in place.
- Spend time with the team, especially Senior Staff, across all areas of operations. Get to know them, evaluate their abilities and aspirations, and ensure that they and their respective teams have clear expectations and accountabilities in place. Understand but positively challenge any 'that's the way we've always done it' perspectives where you see opportunities to enhance or improve outcomes, but only after first understanding the history, traditions, processes, and procedures unique to the Club.
- Become intimately familiar with the Club's staff recruitment, training, and retention efforts, particularly focusing on H2B and J1 recruitment and understanding its success.

CANDIDATE QUALIFICATIONS

- A minimum of 7 - 10 years of verifiable, progressive leadership and management experience in an active, private member-owned club or a luxury hospitality and service-focused environment.
- Experience and success working in a predominantly Jewish membership club are highly desirable, as well as experience in luxury settings with consistent high standards. The ability to effectively balance front-facing expectations with necessary administrative tasks is essential for success in this role; a proven track record in doing so is critical.
- Strong general management and leadership skills are required, with demonstrated strengths in team development, recruitment, training, financial planning, systems and analysis, management of diverse recreational amenities, exceptional food and beverage programming, outstanding member and guest service, strategic planning, and project management.
- Excellent communication and facilitation skills, both written and verbal, along with a confident personal presence, are necessary for effective interaction with diverse groups of members, staff, vendors, and other stakeholders vital to MRCC's success.

- A well-established network of industry professionals is important to assist the Board and Committees in shaping the Club's future based on current trends and demographic shifts.
- Experience in overseeing and leading a high-quality operation—covering amenities, service, history, traditions, and overall club ambiance—is crucial.
- It is vital that the GM/COO embodies the quality and consistency expected at MRCC. To succeed, candidates must have a solution-oriented leadership style; the Board seeks someone who can serve as the organization's CEO, taking charge and providing strong leadership. This approach has been instrumental in the club's recent years of success.

EDUCATIONAL AND CERTIFICATION QUALIFICATIONS

- A bachelor's degree is preferred, with a focus on Hospitality Management.
- Substantial private club or hospitality experience will be considered in lieu of the degree.
- Industry certifications such as CCM, CCE, CMC, or PGA are encouraged but not required.

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 to \$425,000, plus excellent bonus and other benefits.

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 used on your LinkedIn Profile.

Prepare a thoughtful cover letter addressed to **Mr. Jamie Schachtel, Chairman, and the MRCC Search Committee**, and clearly articulate your alignment with this role, why you want to be considered for this position at this stage of your career, and why MRCC and the West Caldwell, NJ area will be beneficial to you, your family, your career, and the Club if selected.

You must apply for this role as soon as possible but no later than July 25, 2025. Candidate selections will occur in early August, with the first Interview expected in mid-August, and the second interview a short time later. The new candidate should assume his/her role as soon as reasonably possible following selection.

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

"Last Name, First Name - Resume" &

"Last Name, First Name - Cover Letter – MRCC"

(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 Patty Sprankle: patty@kkandw.com

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