

GENERAL MANAGER PIPING ROCK CLUB LOCUST VALLEY, NY

GENERAL MANAGER OPPORTUNITY AT PIPING ROCK CLUB

The General Manager role at the Piping Rock Club (Piping Rock) is a wonderful opportunity to lead a prestigious club and campus that spans over 300 acres. The ideal candidate will be focused on both the member and employee experiences, display exceptional leadership skills and act as a steward for supporting and maintaining timeless traditions while protecting the long-standing culture of understated excellence. The retiring and well-regarded manager has been with the Club for 20 years and will leave a legacy of service excellence for the next leader to embrace for years to come. This is a rare opportunity and one that does not come around but once in a generation.

PIPING ROCK CLUB

Piping Rock, in the charming hamlet of Locust Valley, NY is a short train ride to New York City. Originally founded over a hundred years ago as a social and sporting club, Piping Rock's equestrian roots are ever present and were clearly described in the *New York Times* headline announcing the Club's official organization in 1911. Designed by prominent architect CB Macdonald, Piping Rock's golf course was initially designed around a steeplechase track that existed on the property.

Today Piping Rock offers multiple dining and recreational amenities for the entire family to enjoy. Piping Rock is recognized as a top 100 golf course and is considered one of the finest private country clubs in the country. The Main Clubhouse at Piping Rock features several well-appointed dining venues and bars in a cozy, intimate, and traditional setting, as well as twenty overnight guest suites and multiple quaint cottages for members to rent. Multiple world-class racquet facilities also occupy the pristine grounds of the Main Club including 16 grass tennis courts, 10 Har-Tru clay tennis courts, three indoor Har-Tru tennis courts, four paddle courts, and four squash courts, with a well-equipped second floor fitness center. Most recently added is the Club's Golf House, featuring four indoor bays and state-of-the-art technology including three simulators, a putting lab, and a club fitting center. Trap and skeet shooting are also available, accompanied by a warm and inviting lodge to gather.

Piping Rock's facilities also include the separate (4.5 miles away) beautiful waterfront Fox Point Beach Club that includes indoor and outdoor dining venues, a swimming pool, and a playground area. Overlooking Long Island Sound, it is a favorite spot during the busy summer months. Staff housing, especially important for seasonal employees, is conveniently located on the grounds of the Main Club.

PIPING ROCK CLUB BY THE NUMBERS

- Initiation Fee - \$90,000
- Annual Dues - \$17,400
- Gross Revenues – Approximately \$19.0M
- Annual F&B Revenue - Approximately \$3.1M
- Gross Payroll – Approximately \$9.0M
- Approximately 13,100 annual rounds of golf
- Capital Improvements – Nearly \$20.0M over 15 years with no assessments or debt
- Employees (FTE) – Approximately 115 year-round with over 200 in the summer months
- Number of Members – Approximately 840
- Number of Board Members – 24 each serving up to 2 terms of 4 years each

- Committees – Archives, Audit, Finance and Risk, Beach, Bridge, Building Maintenance and Safety, Croquet, CB McDonald Preservation, House, Entertainment, Executive, Exercise Room, F&B, Golf, Grounds, Junior Activities, Junior Advisory, Membership, Platform Tennis, Squash, Tennis, Strategic Planning, Trap Shooting, Website
- Average Age of Membership – 56 years old

PIPING ROCK CLUB WEBSITE: www.pipingrockclub.org

GENERAL MANAGER – POSITION OVERVIEW

The General Manager (GM) is a highly visible and naturally engaged leader with a servant's heart responsible for the proper management of all aspects of the entire operation. The GM will devote full time and attention to ensure maximum member and employee satisfaction, both short and long-term. The continuance and improvement of the quality of the Club's services, as well as the maintenance, security and protection of the Club's assets and facilities, will also be fundamental duties.

The new GM at Piping Rock will be coming into a well-equipped club operation with several new or reasonably new amenities, and with a very capable and highly regarded group of senior leaders, most with long tenure. The GM will directly supervise the CFO, Assistant General Manager, Director of Maintenance, Beach Club Manager, Clubhouse Manager, H.R. Director, Executive Chef, Dining Room Manager, and Catering Manager. The GM will also oversee administratively the Grounds Superintendent, Director of Golf, Director of Racquets and Aquatics Director. The GM will be responsible for the mentoring and professional growth of the management team and will report to the Board of Governors and the Executive Committee.

As noted, the GM will have responsibility for all day-to-day operations at Piping Rock. At Piping Rock, this position is one that will require exceptional diplomatic graciousness with a high degree of visibility, a strong 'personalized service' perspective, and a personification of "tone at the top" that is critical for all team members to emulate. Critical to the new GM's success is the intuitive sense to be "present" and to sincerely engage with every generation of family members and their guests, and to do so with a high and appropriate level of discretion.

The GM will be responsible for the creation, implementation and consistent maintenance of all service standards and processes while providing relevant, innovative, and respectful leadership for key managers and staff at Piping Rock. Clearly, with the size and personalized nature of Piping Rock, a primary objective is for the GM to be the highly visible and interactive 'face' of the Club and to ensure that goals and objectives are defined, understood, evaluated, and enhanced on a continuous basis. Most important to one's success will be to meet the expectations of the membership.

Having a mindset of an appropriate balance of "tradition" with consistent and relevant enhancement of the member experience is a critical success factor for the new GM. The Club has enjoyed a sustained period of high member satisfaction, quality programming and amenity enhancement, which is clearly intended to continue in the future.

A key attribute for the new GM will be to have a history of success and a strong prioritization of recognizing, respecting and supporting the contributions of key managers and staff. Being a consistent, positive and "hands-on" leader will be critically important, while further ensuring the team continues its high level of working collaboratively and with mutual respect. Being a strong mentor with focus on continuous professional development will be a critical success factor. The new GM should continue to build upon a culture that is exceedingly warm and friendly, comfortable and makes the members feel that the Club is truly "an extension of their homes."

Outstanding communication skills are necessary for this role. As the primary communicator of much information at the Club, proven outstanding verbal and written skills are absolutely critical, as is a keen ability to listen, engage, build trust, and be highly approachable. To reiterate, "being present" when and where appropriate is critical to both members and staff; ensuring that time is spent with members and staff when they are present.

KEY PRIORITIES OF THE NEW GENERAL MANAGER

- Listen, interact, observe, evaluate and spend time truly coming to understand what makes Piping Rock a special and unique place - learn the culture and traditions of the Club before considering any changes.

- Utilize the tremendous historical resources---members, staff and records---to come up to speed on the Piping Rock's history, culture, evolution, and seasonal offerings.
- Be a thoughtful, approachable, respectful, diplomatic leader who gets to know the team and members, their families and involvement. Quickly knowing the names of all involved in the Club---both members and staff---is a critical success factor.
- Learn the local area and the key relationships that need to be fostered or developed for Piping Rock's success.
- Recognizing and embracing the fact that Piping Rock is a multi-generational FAMILY centric club that is served by multi-generational staff.
- Prioritize the attraction, retention, development and engagement of human resources.

CANDIDATE QUALIFICATIONS

- A personally mature leader with minimum of 10+ years of verifiable, progressive leadership and management experience in a larger scale, active, FAMILY-centric, private member-focused club environment is strongly preferred. NOTE: While having preference for those who have experience in the GM role, those current Assistant General Managers, or Club Managers at well-recognized, similar culture clubs, with verifiable records of achievement, may be considered for this role, as will other hospitality industry candidates who can be validated to have strong relationship skills and a keen understanding of a member/volunteer leadership environment.
- A verifiable career track that demonstrates a record of tenure and commitment to previous employers, and that career moves were for enhancement of skills and experiences as opposed to 'unplanned' career changes.
- Strong general management skills with verifiable strengths in team development, financial performance, diverse recreational and service amenity management (racquet sports, aquatics, rooms management, family activities and others are especially desirable), quality food and beverage programming (especially important), exceptional member/guest service programming, strategic planning, project management, and most importantly the ability to consistently define and achieve goals and objectives.
- Exceptionally strong communication and facilitation skills, both in writing and verbally, along with the appropriate personal presence and "gravitas," desire and ability to interact effectively before diverse constituencies of members, staff, vendors, and other people who are part of the success of the PRC. **It cannot be reiterated strongly enough that communication with members, staff, service providers and "community," and "sincere and engaged" personal visibility is of immense importance at Piping Rock.**
- Exposure to and responsibility for overseeing high-quality operations in his/her previous positions -- amenities, service, history and traditions and overall club ambience. It is critical that the GM embodies the level of quality and consistency that is commensurate with expectations at Piping Rock.
- Experience with attracting, motivating, training and retaining employees.
- Prior experience in coordinating and overseeing major club improvement projects, especially as these relate to construction and renovation projects.
- Business, creative, and entrepreneurial sense for the overall evaluation of programs and services provided at Piping Rock. Additionally, having the ability to recognize the quality and type of service the majority of members (or future majority of members) expect, and which will continue to enhance the value of membership at Piping Rock. Able to provide clear success and acumen in leading diverse, larger scale operations where financial acuity has been a key success factor.

EDUCATIONAL AND CERTIFICATION QUALIFICATIONS

- A bachelor's degree is preferred with a focus on Hospitality Management.
- In lieu of the degree, substantial private club or hospitality experience will be considered.
- Industry certifications such as CCM, CCE, CMC, or PGA are encouraged 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, along with the typical senior staff benefits, offers an excellent bonus and benefits package.

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 Mrs. Ann Conway, Search Chair and clearly articulate your alignment with this role; why you want to be considered for this position at this stage of your career; why Piping Rock and the Locust Valley, NY area will be beneficial to you, your family, and your career; and why you will be beneficial to the Club if selected.

You must apply for this role as soon as possible but no later than Thursday, April 20, 2023. Candidate selections will occur later that month with first Interviews expected in early May. The new candidate should assume his/her role in Summer 2023.

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

“Last Name, First Name - Resume” &

“Last Name, First Name - Cover Letter - Piping Rock Club”

(These documents should be in Word or PDF format)

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 Patty Sprankle: patty@kkandw.com

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