



## **GLEN OAK COUNTRY CLUB – COO/GENERAL MANAGER**

Glen Oak Country Club (GOCC) located in Clarks Summit, Pennsylvania is seeking a COO/General Manager responsible for managing all club operations to create and maintain the highest standards of quality for their membership. The management responsibilities of the COO/GM include, but are not limited to, food and beverage, golf course, facilities as well as all member and non-member events. The position will report directly to the President of GOCC.

### **About Glen Oak Country Club:**

Glen Oak Country Club, established in 1952, is the premier club in Northeastern Pennsylvania. Best known for its 18-hole championship golf course, which was designed by James Harrison, a noted golf course architect who was trained by, and worked under, the highly regarded Donald Ross. The club sits on 138 pristine acres in Clarks Summit, Pa. and boasts a state-of-the-art clubhouse, which along with the entire facility, offers a full range of club services for individuals, couples, and families.

Glen Oak maintains two Har-Tru Tennis Courts, heated outdoor swimming pool, new golf simulator, Main Dining Room, Grill Room, and Bars in both areas. The Club is recognized for its food, beverage, and camaraderie with a vibrant social calendar, wedding and banquet offerings.

### *Club Highlights:*

- 5 Membership Categories: Senior Golf, Special Senior Golf, Associate Golf, Social and Non-resident
- Board of Directors - 12 on 3-year terms
- Employee - 159 total, 22 full-time, 84 part-time, 53 seasonal
- Direct Reports include Golf Course Superintendent, Golf Professional, Food and Beverage, Maintenance and Executive Chef
- Total Revenue - \$4.1M
- Total F&B Revenue - \$1.7M
- Annual capital - \$400K
- Total Golf Rounds - 22,345

### **Position Summary:**

The COO/GM will be an engaging figure and dedicated team leader amongst a tenured management team. GOCC has enjoyed a long history of success in the role, and subsequently maintained a positive reputation in Northeastern Pennsylvania. The individual will collaborate with all departments, while

creating metric-based practices, promote positive, engaging, continuous development and a service-oriented culture.

He/she is expected to be an interactive “thought partner” with the Board of Directors, working closely to collectively make decisions and set strategic direction for the long-term well-being of the membership. The individual must balance tradition with relevance to today’s member needs and expectations.

The selected candidate should integrate quickly into the daily operations and be a visible presence. Setting an example through “hands on” leadership, providing direction with passion, accountability and collective “buy-in” is a must.

#### **Initial Focus Areas:**

- Learn the culture, operations and member preferences before making any drastic changes. Glen Oak has consistently provided successful operations, and ensuring a smooth transition is paramount.
- Engage with the team, especially senior staff in all areas of operations, getting to know them, evaluating their abilities and aspirations, and ensuring that they and their respective teams have clear expectations and accountabilities in place. Ensure they are included in the decision-making process of how ‘work gets done’ and help to further an already desirable and rewarding work environment through professional development and training.
- Cross-department collaboration - maintain Club master calendar and coordinate intra-departmental events to ensure optimal member and guest experiences.
- Have strong administrative skills and proven ability to recognize and articulate the needs of GOCC to maintain a healthy financial position through analytical and data accumulation for enhanced decision-making.
- Emphasis placed on Food & Beverage Management, specifically in the areas of cost of goods sold, inventory, pricing, purchasing, etc.

#### **Success traits of COO/General Manager:**

- Results-oriented, who can keep self and other departments accountable to high standards and key business results.
- Strategic partner with Board of Directors and Senior Management team, who can develop and execute a long-term strategic plan to achieve the organization’s goals and objectives.
- Strong financial management including budgeting, financial reporting, and financial analysis.
- Creative and visionary leader, who is able to balance the successes and traditions of Glen Oak Country Club, while bringing forth innovation, industry best practices and trends to elevate the Club’s goals and reputation.
- Strong communication skills to effectively engage with members, build relationships and inspire others to support the Club’s mission.
- Supporting and being a team-player is an especially important skill set, as is the ability to provide clear and measurable goals for continuous development of senior managers and their teams..
- A proven history of challenging the ‘status quo’ without alienating various constituencies affected by change management efforts.
- Ensure key performance indicators are established and consistently maintained for all club operations.
- Collaborative leadership: foster a supportive and inclusive work environment.
- Adaptable and flexible to changing needs of club programming and demographics.

- Facilitates strong Club Governance including onboarding practices, Board retreats and annual surveys to ensure continuity of goals and best practices.
- Committed to the organization's mission and making a positive impact within the community.

**Key responsibilities, knowledge, skills, aptitudes and other traits:**

- To ensure an exceptional club experience for all members and guests of GOCC.
- Will work closely with GOCC accountants and controllers on all aspects of financial management and controls including oversight of accounts payable and accounts receivable.
- Prepare, implement, and manage the annual capital/operating budgets through coordination with the Executive Committee and Department heads to ensure GOCC profitability.
- Implement productivity and cost savings opportunities that do not detract from Member/Guest quality and service standards.
- Ensure that the GOCC facilities and amenities are maintained in good condition in accordance with the established maintenance budgets and approved long range plans.
- Ensure that the club is operated in compliance with all applicable local, state, and federal regulatory requirements.
- Be responsible for managing the clubs accounts receivables to ensure collection in a timely manner.
- A verifiable commitment to ongoing professional development for department managers and key staff and a clear understanding of both trends and benchmarks in the club industry.
- Highly attentive to details.
- Emphasis placed on Food & Beverage Management, specifically in the areas of cost of goods sold, inventory, pricing, purchasing, etc.
- Oversee implementation of all marketing and member event programs.
- Oversee the hiring and training of all clubhouse staff.
- Enforce the club's policies and by-laws.
- Ensure the highest quality of food, beverage, and event services.
- Work together with the Head Chef and Restaurant Managers to attain Food & Beverage certifications that are consistent with industry standards.
- Oversees the performance of Golf Shop Operations including budgeting, annual reviews, and collaborates with Head Golf Professional regarding golf calendar, inventories and merchandise plan.
- Oversees the performance of Golf Course Maintenance Operations including budgeting, annual reviews, assets and collaborates with Golf Course Superintendent regarding course conditions and practices.
- Act as the source of effective communication to the Executive Committee, Board of Directors, employees and members.
- Prepare and present a club status report at the monthly meeting of the Board of Directors.

**Candidate Qualifications:**

- Bachelor's degree in business administration, Hospitality Management, or related field of study.
- Minimum 5 years of experience in club management, event planning, food and beverage management. If outside of the traditional club background, having verifiable professional development that clearly provides confidence in one's ability to lead a club and hospitality operation

- Ideal candidates should have 3-5 years of Accounting/Business Management experience working in a club setting.
- Previous experience of managing an operating budget with similar club demographics with P&L responsibilities.
- Proficient in Microsoft Word, Excel, and PowerPoint.

### **Compensation & Benefits**

- Compensation Package commensurate with candidates' education and experience and aligned with industry standards.
- Participation in GOCC's Health Benefits Program
- Participation in GOCC's 401K program

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### **Application instructions:**

Please write a thoughtful cover letter to Mr. Jason Schoenberg, Club President, and the Glen Oak Country Club Search Committee articulating your alignment with this role and why you want to be considered for this position at this stage of your career and why Glen Oak Country Club and Northeastern Pennsylvania 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 Monday, April 24, 2023. Candidate interviews will occur in early May. The new candidate should assume his/her role as soon as reasonable notice is given to a current employer following selection.

**Save and send your resume and cover letter as one PDF in the following manner:**

**“Last Name, First Name - Glen Oak Country Club”**

**Please send via email to Tyler Bloom, Search Consultant, at [tyler@tylerbloomconsulting.com](mailto:tyler@tylerbloomconsulting.com)**