

ASSISTANT GENERAL MANAGER PROFILE: SKANEATELES COUNTRY CLUB SKANEATELES, NY

ASSISTANT GENERAL MANAGER AT SKANEATELES COUNTRY CLUB

Skaneateles Country Club (SCC) in Skaneateles, NY, is offering a remarkable opportunity for a highly qualified individual who brings innovation, high energy, and vision to the role of Assistant General Manager (AGM).

The new AGM will be instrumental in ensuring the achievement of goals for both the food & beverage department and overall club operations through proactive leadership and comprehensive management and attention to detail. Combining these attributes with an intuitive approach is essential for the AGM's success.

Working under the guidance of the Club's General Manager, the AGM will focus primarily on enhancing the overall member and guest experience. This role demands excellent listening skills, the ability to build effective teams, and strong leadership across all departments. Equally vital is the AGM's capacity to be visible, engage actively with members and staff, and participate meaningfully in club committees. Success in this area is rooted in communication, approachability, and accessibility.

This position offers a unique opportunity to prepare for a future role as a General Manager, serving as a significant career advancement step.

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

SKANEATELES COUNTRY CLUB

Skaneateles Country Club, established in 1915, is located on the picturesque Skaneateles Lake in Central New York's Finger Lakes region. Known for its clear waters and scenic views, Skaneateles has been a favored retreat for notable figures including U.S. Presidents. Over the years, SCC has evolved into a dynamic club with a diverse membership and a welcoming atmosphere.

The club offers a range of facilities and activities, making it a vibrant community hub. The Pro Shop is well-stocked with high-quality sportswear and golf equipment. SCC provides top-notch golf clinics and individual instruction for players of all levels, and its professional staff excels in organizing both club events and external outings. The club has hosted numerous prestigious events, including U.S. Open and New York State qualifiers, New York State Junior Championships, and the first American-European PGA Junior Ryder Cup matches. Renowned golfers and celebrities, such as Gene Sarazen, Johnny Unitas, Sergio Garcia, and President Bill Clinton, have visited the club.

SCC is an excellent venue for corporate or charity golf outings, offering personalized event planning and a championship golf course. The club also features a popular tennis program with four HarTru courts, offering lessons, junior camps, and leagues for all skill levels. Membership includes unlimited use of the tennis facilities.

Sailing has been a significant part of SCC's history. The first sailing club on Skaneateles Lake was the Skaneateles Model Yacht Club in 1854, followed by the Skaneateles Yacht Club in 1905. Organized sailing resumed in 1931 with the formation of the Skaneateles Sailing Club, led by E.N. Trump, a founder of SCC. The club hosted its first regatta in 1935. Today, SCC offers a comprehensive sailing program, including a Sail School for ages 7-18, covering boating safety, boat rigging, and racing. The club's sailing facilities include over 2,000 feet of lakefront, boat slips, moorings, and harbormaster services.

SCC also provides a six-week summer day camp for children, junior golf, and sail school programs. The clubhouse offers gourmet dining, a spacious bar, outdoor patios, banquet and wedding facilities, and various member-oriented events.

The club's 18-hole golf course is well-maintained, and additional facilities include a practice range, putting and chipping greens, a full-service Pro Shop, and both private and group golf instruction. SCC has hosted significant golf events like U.S. Amateur and U.S. Open qualifiers and state championships. Its junior golf program is highly regarded, attracting many participants annually, some of whom have pursued professional golf careers.

SKANEATELES COUNTRY CLUB BY THE NUMBERS:

- There are approximately 18,000 rounds played annually
- There are approximately 650 members
- Initiation fees are \$25,000 with dues of \$7,875 annually
- There is a monthly capital charge of \$75
- F&B operations revenues are approximately \$2.0M annually - 60% a la carte and 40% catering
- There are approximately 75 full-time and approximately 125 part-time or seasonal employees
- The average age of members is approximately 62
- There are a total of 9 Board Members, each serving three-year terms.
- The club uses Jonas Encore for its POS and Club Accounting Systems

SKANEATELES COUNTRY CLUB WEBSITE: www.skaneatelescc.com

ASSISTANT GENERAL MANAGER POSITION OVERVIEW

PRIMARY RESPONSIBILITIES

- Consistent sincere and significant engagement of Members, highly visible to all Members and staff. The AGM is responsible for ensuring that all Member amenities and Club events are well conceived and executed.
- Provide quality leadership, demonstrating honesty and integrity in a positive and upbeat manner for Members, guests, and staff. Leads by example.
- Has a mentorship skillset
- Address and resolve all Member and guest complaints and suggestions, general service, employee attitude, maintenance, and presentation of the Clubhouse and amenity areas.
- Plan and execute training and employee development of all subordinate managers and supervisors subject to budget approval by the GM and Controller. Instill the team-player concept in all employees. Coach, counsel and evaluate departmental staff.
- Build and maintain a positive spirit and healthy work environment throughout all operational areas
- Be the administrative and communication link between departments, under direction, in the Club.
- Facilitate a team environment with morale, high ethical standards, and efficient use of resources to position Skaneateles Country Club to be a preferred employer of choice in the community.
- Joint responsibility with the GM to prepare, manage and control the annual operating and capital budgets for all departmental operations to desired metrics.
- Assist the GM in developing and implementing long-range (strategic) and annual (business) plans, operating reports, forecasts, and budgets.
- Monitor all budgets; be responsible for directing corrective action to assure metric.
- Provide input to all departmental personnel regarding annual budgets, capital spending plans, fiscal controls and operational guidelines.
- Must be comfortable with introducing new forms of technology and innovative ideas to the club that will benefit the service staff and membership.
- Keep the GM informed of all potential problems and activities related to smooth operations.
- Exhibit a sharp eye for detail in the overall management of the operation.

- Be responsible for regularly reporting performance and financial data of all departments under management to GM.

CANDIDATE QUALIFICATIONS

- Is a passionate leader with strong credentials and work ethic, a proven track record of providing a high level of hospitality services.
- Has a personality that is commensurately appropriate for SCC culture and will invest in staff and member relationships in a genuine and meaningful way.
- Is a proven leader who can manage their time and establish and manage priorities.
- Has a verifiable track record of successfully leading and growing a dynamic program and departmental operation including building revenues, controlling costs, and meeting or exceeding planned and budgeted bottom-line goals and objectives.
- Believes relationships are of great importance and is successful at finding solutions for all sides.
- Is a person who can motivate, develop, and share credit with their staff.
- Has a positive attitude; is professional in nature with a high degree of integrity; has a strong work ethic, and can handle a fast-paced, high-energy environment among membership and staff.
- Has an intuitive style resulting in a sincere and visibly engaged presence with members, guests, and staff, be truly engaging when interacting with people.
- A professional career track record in related fields; stability, and experience in high-volume, highly respected clubs, resorts, or hotels.
- Sufficient financial acumen and demonstrates the ability to lead in the budgeting process.
- Strong verbal and written communication skills. Comfortable speaking in front of a wide variety of groups including staff and board committees.
- Polished communication skills among Members and guests and visibility among Members and guests.

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.

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 and PGA are encouraged but not required.

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: \$130,000 to \$150,000 (Required for the state of New York)

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 Skaneateles Country Club, General Manager, Mr. Zach Maslyn, PGA, 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 SCC and the Skaneateles, NY 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 August 30, 2024. Candidate selections will occur in early September with first Interviews expected middle of the month and second interviews a short time later. The new candidate should assume his/her role in October.

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

“Last Name, First Name - Resume” &

“Last Name, First Name - Cover Letter – Skaneateles CC”

(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 Alice Stevens: alice@kkandw.com

Search Executive:

Michael G. Smith, CCM, CCE, ECM

Search Executive, KOPPLIN KUEBLER & WALLACE

michael@kkandw.com

585-794-6150 (M) – Rochester, NY