

CANDIDATE PROFILE

General Manager / COO
Burlington Country Club
Burlington, Vermont

www.burlingtoncountryclub.org



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Organization

Founded in 1924, Burlington Country Club (BCC) has long been a pillar of the Burlington, Vermont community. Spearheaded by Charles L. Woodbury, a distinguished University of Vermont alumnus from the class of 1888, the Club was conceived with the ambition of becoming a premier destination that could rival the finest in New England and beyond. The founders secured 150 acres from the Fairholt estate, once owned by New York publisher Henry Holt, set atop a hill offering stunning views of Lake Champlain and Vermont's Green Mountains.

The Club enlisted the expertise of renowned golf course architect Donald J. Ross to design its course. By 1930, BCC boasted the only 18-hole course in Vermont designed by Ross, distinguished for its unique counter-clockwise, concentric nines. The course quickly garnered acclaim for its breathtaking scenery, strategic design, and exceptional greens.

Over the years, BCC has played host to numerous Vermont amateur championships and welcomed legendary golfers such as Byron Nelson, Ken Venturi, Bobby Locke and Betsy Rawls. The Club has also nurtured talented amateur players, including Kiki Price. In 2024, the Club marked its centennial with a series of events, including the unveiling of a Centennial Clock and a limited-edition "BCC Centennial Light" beer in partnership with Zero Gravity. A commemorative book, Burlington Country Club, *The First 100 Years*, by Andy Bigford, was also released to celebrate this significant milestone.

In addition to its renowned golf course, BCC offers a range of amenities, including a recently renovated swimming pool that serves as a summer sanctuary for families. The pool provides a relaxing environment and is complemented by summer camps and a swim team, fostering a vibrant community for members of all ages.

Today, Burlington Country Club continues to honor its rich legacy while adapting to the evolving needs of its members, ensuring its place as one of Vermont's premier country clubs.

Mission Statement

Burlington Country Club has a proud heritage and tradition as a private, family-oriented country club. We are committed to providing exceptional service, outstanding golf, recreation and social experiences in a friendly and welcoming environment for all Members and their guests.

Vision Statement

The vision of the Burlington Country Club is to be the premier country club in the State of Vermont, as measured by membership experience, and as the best Club to work for as measured by employee job satisfaction.

Life in Vermont

The position provides the successful candidate and their family the opportunity to fully embrace the relaxed and multifaceted Vermont lifestyle including:

- A community with a shared appreciation for the environment, each other's well-being and individual points of view on local, national and global issues. This results in friendly and safe communities. Vermont is ranked as the 2nd safest state in the country.
- A world-class education at the primary, secondary and post-secondary levels. Vermont has the highest annual per-pupil spending in the country and is considered the 4th most educated state.
- Year-round outdoor activities include hiking, biking, boating, fishing and all forms of winter sports you can imagine.
- Vermonters are known for their friendliness and dedication to their local community.
- Access to an outstanding healthcare system. Vermont is ranked 4th in healthcare affordability and access.
- With five ski areas within an hour's drive and a historic downtown stacked with live events, local and inventive dining and independent shops, Burlington is an excellent winter destination.

The Burlington Country Club Details

- Gross Dollar Volume: \$6.5m
- Dues Volume: \$3.5m
- F&B Volume: \$1.2m
- Memberships: 450
Rounds of Golf: 23,000
- Initiation Fee: \$9,500
- Dues / Other: \$14,102
- Board Members: 9
- Committees: 13 Board, Annual & Town Hall, Audit, Greens, Finance, Golf, Governance, House, Nominating, Membership, Human Resources, Disciplinary & Grievance and Strategic Planning
- Full-Time Staff: 25
- Seasonal Employees: 120

The General Manager / Chief Operating Officer (COO) reports to the President and the Board of nine Directors. The GM/COO's direct reports include the Controller, Front of House Operations Manager, Facilities Manager, Executive Chef, Director of Golf, Buildings & Grounds Superintendent, and the Admin Assistant & HR Coordinator.

The Burlington Country Club operates on a seasonal schedule, with adjusted hours during the fall and winter months. The Clubhouse is closed for the holidays, including Thanksgiving weekend (Thursday

through Sunday) and for approximately two weeks around Christmas. After the golf course closes, typically around November 7th, the Club transitions to modified hours from approximately November 15th to April 15th. During this period, the Clubhouse is closed on Mondays, open for lunch and dinner from Tuesday through Friday, and closed on Saturdays and Sundays. The golf course usually reopens around April 25th, marking the return to full operations.

Position Overview

The successful General Manager / Chief Operating Officer will need to be a visible, hands-on, and accessible leader to both the members and staff alike. The GM/COO will guide all operations with a focus on delivering exceptional member services in support of the priorities established by the Board of Directors. The GM/COO will have responsibility for all day-to-day operations including coordination of staffing, amenities activities, and programs to ensure consistent service delivery. The GM/COO will receive the support of active member committees in key areas. It will be essential to balance continued innovation in member services with the preservation of the Club's beloved traditions.

Under the leadership of the Board of Directors and in alignment with Burlington Country Club's policies and procedures, the General Manager/COO collaborates closely with the Finance Committee to shape the Club's financial strategy. This role oversees all financial operations, ensuring sustainable growth and maximizing business potential. The GM/COO is responsible for identifying inefficiencies, implementing cost management initiatives, streamlining processes, leveraging data-driven insights, and establishing key performance metrics to support department heads in achieving operational excellence.

This position requires a high degree of grace, visibility, and a strong eye for personalized service, which is critical for all team members to emulate. The GM/COO must sincerely engage with every generation of family members and their guests. The role requires a strong embrace of community values and enjoyment of a highly desirable community, where activities and relationships both in the Club and outside its confines are often linked. A successful candidate will maintain high standards for performance and accountability across the staff, will empower team members with the tools and resources necessary for success, and will foster a culture built on positive collaboration and a dedication to the Club's Mission, Vision, and Core Values.

Responsibilities

The General Manager/COO is responsible for overseeing the Club's operations, with a focus on creating an exceptional member experience through attention to detail and consistent service across all amenities and departments. Key responsibilities include:

- Develop and implement standards and operating policies that prioritize service quality, ensuring a culture centered around member satisfaction.
- Evaluates operating results in terms of costs, budgets, policies of operation, trends, and increased profit possibilities.
- Prepares budgets and financial forecasts in coordination with the Controller and departments, Analyzes financial information monitors budgeted versus actual expenditures, and advises management about variances and their potential causes.
- Directs participates in, and verifies the taking of various inventories for food, beverages, supplies, equipment, furnishings, etc. Monitors to ensure that procedures for effective

receiving and storeroom control are in place and consistently used.

- Informs and advises other department heads regarding the financial aspects of their areas.
- Serve as a facilitator for requests from the Board, committees and staff, ensuring effective communication and smooth operations.
- Shape the vision for the membership experience, coordinating logistics to deliver services, programs and activities that enhance the overall experience.
- Set the standard for leadership by demonstrating ethics, creativity and productivity, while actively supervising and developing both seasonal and year-round staff.
- Oversee recruitment, hiring and staffing needs, including seasonal staff, to ensure operational needs are met.
- Demonstrate exceptional expertise in food and beverage operations, ensuring the highest standards of quality and service. Actively lead and train staff to maintain consistency and excellence across all dining experiences. Maintain a visible presence in dining areas, engaging with members to ensure satisfaction and uphold the Club's reputation for outstanding culinary offerings.
- Collaborate with the Board and direct reports on compensation, development, benefits, performance management and discipline.
- Supervise clubhouse staffing and scheduling, enforcing service and housekeeping standards, and coaching staff to uphold the Club's high standards.
- Work closely with the controller, treasurer, committees and department heads to prepare annual budgets and monthly forecasts, and ensure financial performance is aligned with the Club's goals.
- Direct the creation and distribution of the Club's newsletter, while maintaining consistent communication with members through various channels.
- Develop and maintain management information systems to track performance metrics and inform decision-making.
- Lead contract negotiations, recommending terms to the Board and seeking competitive bids for projects.
- Utilize Club management technology and website tools to enhance membership communication and streamline operations.
- Actively promote and represent the Club, building positive relationships with members, their families and the broader community.
- Ensure the maintenance of all Club facilities, maintaining a high standard of upkeep and presentation.
- Provide strategic oversight for daily operations and programs, working closely with department heads to deliver exceptional member experiences.
- Collaborate with key committees to ensure seamless coordination of activities across the Club.
- Maintain open lines of communication with the Executive Board, Executive Committee and committee chairs to address developments and challenges.
- Be a hands-on, visible presence across all departments, fostering a culture of teamwork and service excellence.
- Drive innovation in programs and services, promoting entrepreneurial ideas to generate revenue and increase member satisfaction.
- Champion a member-first service culture, ensuring that traditions are maintained and that the Club's facilities are fully utilized.
- This role demands a hands-on, proactive leader who is committed to providing premier service and ensuring the continued success of the Club's operations.

Attributes

- An approachable, outgoing leader who naturally connects with members and staff, embracing the Club's culture.
- A service-driven professional with a proven ability to develop and train staff, fostering a culture of continuous improvement and exceptional hospitality.
- Actively promotes the Club to members and their families, engaging with them daily to solicit feedback and enhance facilities and services.
- Works seamlessly across departments, promoting teamwork and synergy in all Club operations.
- Uses strong judgment to assess challenges from multiple angles, making thoughtful, well-informed decisions.
- Sets clear goals adapts as needed and consistently delivers high-quality outcomes, demonstrating resilience in overcoming obstacles.
- Fosters a positive, collaborative team culture, supporting colleagues and addressing conflicts constructively.
- An articulate and intelligent communicator with excellent written and verbal skills, adept at conveying policies, procedures and expectations to staff, members and guests.
- Provides outstanding service with prompt, thoughtful follow-through, proactively identifying and responding to member needs with professionalism and care.
- Continuously seeks innovative ways to enhance the member experience and elevate the Club's future.
- A leader with a warm personality, a good sense of humor, and the ability to create an enjoyable and engaging atmosphere.

Requirements

- A Bachelor's degree in Hotel/Restaurant Management, Business or a related field is preferred. Extensive club or hospitality experience may be considered in place of a degree.
- Minimum of five to seven years of experience as a General Manager / COO or in a similar leadership role at a private club. Exceptionally qualified Assistant General Managers with strong mentorship and training may also be considered.
- A Certified Club Manager (CCM) designation is highly desirable, with a Certified Chief Executive (CCE) or progress toward certification considered a plus.
- Strong financial acumen with experience in budgeting, financial reporting and fiscal management.
- Excellent leadership, communication and interpersonal skills, fostering collaboration and engagement among staff and members.
- Strong organizational and multitasking abilities, with a track record of implementing performance measurement routines and continuous improvement initiatives across key member touchpoints.
- Familiarity with golf operations and a keen understanding of industry trends.
- A very strong food and beverage knowledge, in elevating the experience, while efficiently managing the operation.
- A career marked by stability, professional growth and notable accomplishments in club management.

- A person of exceptional character, motivated, energetic, friendly and deeply committed to the profession.
- A warm, approachable personality with high visibility and strong communication skills.
- Advanced proficiency in Microsoft Word, Excel, Outlook, PowerPoint, email, internet and other relevant software programs.
- Impeccable professional references are required; all candidates will be subject to a comprehensive background check.

Competitive Compensation

- Competitive compensation/salary and an annual performance bonus
- Great Healthcare, Medical, Dental and Life Insurance
- Short and Long-Term Disability, 401k
- Paid time off and work/life balance
- Professional dues, educational allowance expenses, and other expenses in accordance with the annual budget
- Relocation assistance (if from outside the area)

To be considered for this outstanding opportunity all cover letters and resumes should be received as quickly as possible but no later than April 25, 2025. All information received will be kept in the strictness of confidence.

Professionals who meet or exceed the established criteria are encouraged to send a compelling cover letter addressed to Susan Wainer, Search Chair outlining their qualifications, experience, interests, and why the Burlington Country Club and the Vermont lifestyle will be beneficial for you, your family, and your career along with their resume to:



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