

KOPPLIN KUEBLER & WALLACE

THE MOST TRUSTED NAME IN EXECUTIVE SEARCH AND CONSULTING

GENERAL MANAGER/CHIEF OPERATING OFFICER PROFILE: HUDSON NATIONAL GOLF CLUB CROTON-ON-HUDSON, NY

THE GENERAL MANAGER/CHIEF OPERATING OFFICER OPPORTUNITY AT HUDSON NATIONAL GOLF CLUB

The General Manager/Chief Operating Officer (GM/COO) role at Hudson National Golf Club (HNGC) is a unique opportunity to be part of an extraordinary golf club experience, similar to a Relais & Chateaux quality environment, where every detail of the experience is curated and personalized for members and their guests. Ideally suited for a golf experienced leader with overall solid club and relationship-building skills, exceptional financial, F & B, team development, and member/staff engagement competencies, and a high energy and proactive hospitality execution mindset, the GM/COO role at Hudson National is one of the top roles in the Northeast!

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

ABOUT HUDSON NATIONAL GOLF CLUB

Hudson National Golf Club opened in 1996 and quickly forged a national reputation around its [traditional] design, supreme conditioning, and spectacular Hudson River views. The extraordinary golf course, clubhouse, food and beverage program, and service combine to deliver to its members and their guests “The Hudson National Experience.”

Celebrated architect Tom Fazio utilized modern construction methods to deliver a golf course that is a throwback to golf’s Golden Era, considering the property’s history. During the Revolutionary War, General George Washington and his troops took advantage of the site’s commanding views to monitor the British fleet making its way up the Hudson from New York City. Fazio utilized the ruins of a lost clubhouse (the ill-fated Hessian Hills Country Club, which burned down in a fire), routing the fourth hole alongside them as a “historical reminder” of a bygone era. In July 2023, the Club undertook a major renovation project on the course with Tom Fazio and believes the outcome is one of his finest works. It recently reopened to rave reviews from members. Additionally, the Club enjoys a 20+acre state-of-the-art practice facility/teaching center with the finest instructors in the northeast....a top 50 instructor in the country to support its focus on one of the finest golf experiences in the country!

Hudson National hosted the 2021 Metropolitan Open and the 2019 Metropolitan Amateur. When Hudson National hosted the 2004 Metropolitan Open, the Club became the first club ever to host three Metropolitan Golf Association events in its first eight years. The Club has also held The Carey Cup (1996) and The Metropolitan Amateur (2001). The Met PGA Championship was contested there in 2000. The Club has been listed in the top 100 golf courses in America by Golf Digest magazine since 2005.

The Clubhouse, an English stone manor house built in 1911, is a four-story structure that was home to the Larkin family. Following its renovation, the clubhouse grew to 22,500 square feet and is situated at the widest point of the Hudson River, with spellbinding 200-degree views from the east side. An atmosphere of tradition and rustic elegance is evident throughout. The Hudson National Experience offers a private refuge from members’ busy professional lives and the finest in food and service.

With its two guest cottages and seven overnight rooms in the clubhouse, the Club has emerged as one of the Northeast’s finest golf destinations. The elegantly appointed cottages are available for members and their guests.

As one of the premiere golf facilities in the New York Metropolitan area, Hudson National Golf Club membership is by invitation only. The Club currently has a waitlist.

Hudson National Golf Club is located near the 4.8-square-mile Westchester County village of Croton-on-Hudson and on a peak elevation overlooking the Hudson River. The river and the town's parks and open spaces encourage various outdoor activities, including water sports and hiking. The area offers great schools, and the village is only 45 minutes from New York City by train.

HUDSON NATIONAL GOLF CLUB WEBSITE: www.hudsonnational.org

HUDSON NATIONAL GOLF CLUB BY THE NUMBERS:

- \$125,000 Initiation fee (full member)
- \$23,882 annual dues for a general member with an additional \$2,000 in annual capital dues
- There are approximately 230 Golf Members
- Approximate Annual Gross volume - \$12.0M
- Approximate Annual Dues volume - \$7.4M
- Approximate Annual F&B Volume – nearly \$2.2M, with nearly all of it in ala carte dining
- Approximately 17,000 Rounds of Golf Annually
- 9 Board members, each serving two 3-year terms
- The club operates on FORETEES and a Salesforce platform
- The club is a 501(c)(7) not-for-profit, tax-exempt entity
- Approximately 50 Employees year-round, supplemented by nearly 50 seasonal staff members
- Club committees are Finance, Golf, Greens, House, Legal, Rules, Long Range Planning, Membership, and Branding

GENERAL MANAGER/CHIEF OPERATING OFFICER POSITION DESCRIPTION

The primary responsibility of the GM/COO is to oversee and direct all Club activities and facilities with the goal of delivering a consistently excellent Club experience to Members and guests in a cost-effective manner. In support of that responsibility, the GM/COO will be responsible for doing the following, which list is not exhaustive but rather indicative and exemplary:

- Keep the Board and the Executive Committee of the Board informed in a timely manner of all relevant activities and related matters.
- Oversee, actively participate, and monitor the maintenance of the golf course.
- Ensure that all Club operations and facilities are consistent with the Club's standard of excellence.
- Monitor staff selection, supervision, and training in all areas of the Club's operations and activities.
- Participate actively in developing strategic plans for the Club's operations, activities, and facilities.
- Oversee the development and implementation of all operating and capital budgets for each aspect of the club's operation. Regularly monitor and evaluate the performance of all department heads in managing such budgets and providing excellent service cost-effectively.
- Monitor the maintenance, improvement, and protection of Club facilities and assets, including developing, implementing, and monitoring appropriate controls and insurance arrangements to ensure that the Club's assets and facilities are well protected.
- Maintain open lines of communication to ensure the highest level of service for Members and guests.
- Maintain an effective, open, and mutually respectful relationship with and among staff members and implement and maintain systems and procedures to hold all staff accountable for their areas of responsibility.
- Follow and implement directives from the Board and the Executive Committee.

The GM/COO has all club department heads reporting to him/her, including the Controller, Director of Membership, Director of Golf, GC Superintendent, Executive Chef, Clubhouse Manager, and Concierge. The GM/COO will assume or delegate these duties and responsibilities if the department head is absent or disabled.

To be successful, the General Manager/Chief Operating Officer must:

- Understand, appreciate, and be additive to the HNGC culture.

- Be an ambassador to the Club membership, get to know as many members on a personal level as possible, and set the tone for the member experience consistent with the board's expectations and those of other top clubs nationally.
- Promote the Club publicly and represent the club positively within his sphere of influence.
- Partner with the Director of Golf and other key Team members to enhance the Hudson National Golf Club member experience. The experience is the key to the Club's past success and will be the key to its future success. While all the tasks listed below are important, they are all ultimately judged through the lens of the member experience.
- Possesses strong financial acumen and exceptional administrative skills, including a clear understanding and development of KPIs for the organization and the ability to articulate their meaning and trending analysis. Have the ability to create and oversee a system identifying key ratios to track (payroll, net F & B, etc.) and valuable 'dashboards' for oversight and enhancement of operations.
- Be analytical in nature and have a skill set that translates into performance objectives that are easily articulated, understood, and turned into backing for making overall member satisfaction a top priority for the organization.
- Develop and install a performance management system, ensuring that standards of conduct and member engagement are met; this includes oversight of high standards of appearance, hospitality, service, and cleanliness of all facilities, as well as the key financial metrics agreed upon.
- Instill a high-performance culture throughout the Club by involving associates in the decision-making process of how 'work gets done' and help to further an already desirable and rewarding work environment.
- Have enthusiasm and aptitude for teaching and training, developing, and enhancing orientation and training programs for all Club personnel, working, as necessary, with the managers directly responsible for those operations.
- Ensure effective and efficient staffing and scheduling for all facilities and non-golf functions while balancing financial objectives with member and guest satisfaction goals.
- Have strong administrative skills and proven ability to recognize and articulate the needs of Hudson National Golf Club to maintain a healthy financial position in the future through analytical rigor and data accumulation for enhanced decision-making.
- Excel at working with the Course Superintendent, the Board, and the Greens and Grounds Committee to maintain and enhance the golf course and facilities.

CANDIDATE QUALIFICATIONS

- A minimum of 5-7 years of progressive leadership/management experience and consistently upward-tracking leadership experience in a contemporary business model club or similar hospitality operation known for high service standards. The Club will consider both current GM/COOs and those "rising stars" with the necessary potential but who are currently in exceptional club environments as an Assistant General Manager/Chief Operating Officer, Club Manager, or having similar responsibilities in a strong golf-centric environment. Having great personal EQ and a strong golf IQ is critically important! Having a strong PGA background is ideal!
- A team builder with a history of attracting, developing, and retaining high-performance staff and ensuring they consistently meet well-defined service standards. Being a great mentor and developer of staff is critical.
- A natural leader who brings out the very best in those around him/her by setting clear goals and expectations, providing consistent feedback and support, and being respectful and professional in all interpersonal dealings, as is the intuitive style to be 'hands-on' when and where needed, but also adept at setting standards of expectation and execution to clearly defined operational processes.
- An intuitive, personable style results in a sincere and visibly engaged presence with members, guests, and staff.
- Strong interpersonal and communication skills, both written and verbal, with the proven ability to make effective presentations of information and recommendations.
- Good judgment and sound decision-making skills, resolving problems in a timely manner, as confirmed in reference checking and interviewing.
- A personable individual with a sense of humor and style commensurately appropriate to the culture and expectations of a relaxed but respectful membership group and a team of associates. A creative innovator of new or improved member events and activities who is further able to effectively convey those ideas to others for support and work with the senior management team and club leaders to ensure the successful execution of these events and activities.

EDUCATIONAL AND CERTIFICATION QUALIFICATIONS

- A bachelor's degree is preferred with a focus on Hospitality Management or graduation from a PGM program.
- In lieu of the degree, substantial private golf club or hospitality experience will be considered.
- Industry certifications such as CCM, CCE, 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 offers an excellent bonus and benefits package, including association membership. Salary Range: \$375,000 - \$450,000.

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 the Hudson National Golf Club 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 HNGC and the greater New York 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 Friday, July 12, 2024; candidate selections will occur later that month, with the first interviews expected in early August and the second interviews a short time later. The new candidate should assume his/her role as soon as reasonably possible, providing appropriate notice, etc., following selection.

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

"Last Name, First Name Resume" &

"Last Name, First Name Cover Letter – Hudson National GC"

(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

Search Executives:

Kurt D. Kuebler, CCM, CMAA Fellow
Partner, KOPPLIN KUEBLER & WALLACE
561-747-5213 – Jupiter, FL
kurt@kkandw.com

Thomas B. Wallace III, CCM, CCE, ECM
Partner, KOPPLIN KUEBLER & WALLACE
412-670-2021 (M) – Cleveland, OH
tom@kkandw.com