

ASSISTANT GENERAL MANAGER PROFILE: OAK HILL COUNTRY CLUB ROCHESTER, NY

ASSISTANT GENERAL MANAGER AT OAK HILL COUNTRY CLUB

A rare opportunity is available at one of the world's most notable and iconic country clubs as we initiate the search for an Assistant General Manager (AGM) at Oak Hill Country Club (OHCC) in Rochester, New York. Oak Hill Country Club is seeking a candidate with a proven track record of leadership and high-quality food and beverage operations management in private clubs or prestigious establishments within the hospitality industry.

The successful candidate will be an integral part of a high-performing team and will be prepared for the next career phase, advancing to the General Manager/COO role. The ideal candidate will possess strong leadership skills, decisive decision-making abilities, exceptional interpersonal skills, and outstanding member and guest service capabilities. They should have a demonstrated ability to develop staff, collaborate effectively as a team player, and adapt to modern club trends. The candidate should be a passionate professional, highly motivated, visible, and have a deep sense of hospitality at the highest level.

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

ABOUT OAK HILL COUNTRY CLUB

Oak Hill Country Club is a premier private country club offering an elite and comprehensive golfing and social experience. Established in 1901, the club has a storied history that reflects its commitment to excellence and tradition. Initially located next to the Genesee River, it moved to its current location in Pittsford, a suburb of Rochester, in 1926. This relocation allowed for the development of two championship-caliber golf courses designed by the renowned architect Donald Ross, enhancing Oak Hill's standing in the golfing world.

Oak Hill's East Course has hosted numerous prestigious tournaments, including four PGA Championships, the Ryder Cup, three U.S. Opens, two U.S. Amateurs, the U.S. Senior Open, and two Senior PGA Championships. Notably, Brooks Koepka won the 105th PGA Championship at Oak Hill in 2023, joining the ranks of golf legends like Jack Nicklaus and Tiger Woods with three PGA titles in the stroke-play era. Oak Hill is the host site of the 2027 United States Amateur and very likely will host several more major championships in the future.

Beyond golf, Oak Hill provides a wide range of amenities that cater to diverse interests. Members enjoy access to a state-of-the-art aquatics center with a heated lap and kiddie pool, a tennis facility with lighted HAR-TRU courts, and two heated and lighted platform tennis courts. The club also boasts a recently renovated eight-lane bowling alley, fitness center, and golf simulators, ensuring year-round recreation opportunities.

The clubhouse is set to begin a \$45 million restoration of the 1926 Clubhouse and 12,000 square feet of new construction. Once complete, it will become an elite venue for members, guests, and future generations to gather, featuring a range of amenities and dining spaces, including a new 300-seat state-of-the-art Ballroom, The Donald Ross Pub featuring an exhibition kitchen, and 220 indoor/outdoor seats. The Legacy Grill will showcase innovative farm-to-table cuisine with a refined level of service and will feature a sophisticated wine program.

Overnight accommodations at Oak Hill are equally impressive, with the recently opened Cottages providing luxurious on-site lodging. These well-appointed cottages offer all the amenities of a five-star hotel, making them ideal for golf outings, social events, or romantic getaways. Guests can enjoy personalized service, including assistance with booking tee times and dining reservations.

OAK HILL COUNTRY CLUB BY THE NUMBERS:

- 1025 members
- 57 is the average age of a member
- \$100K Initiation fee
- \$ 12,000 Annual operating dues
- \$3,600 Annual capital dues
- Approximately \$23M annual gross volume
- Approximately \$8.3M annual dues volume
- Approximately \$8M in annual food and beverage revenue
- 45 % à la carte and 55% events & catering
- Approximately 40% food cost
- Approximately 45,000 annual rounds of golf
- There are a total of 15 Board members
- The Club is using Jonas Encore for POS and club accounting systems

OAK HILL COUNTRY CLUB WEBSITE: www.oakhillcc.com

ASSISTANT GENERAL MANAGER – POSITION OVERVIEW

The Assistant General Manager is a member of the Executive Team and is responsible for all Clubhouse Operations at the Club and performing specific tasks as requested by the General Manager/COO. The AGM will report to the General Manager/COO and be an integral part of the executive leadership team. The AGM will attend House Committee meetings, Sports and Recreation Committee meetings, and any other committee meetings as designated. Direct reports include Director of Food and Beverage, Executive Chef, Lodging and Front Office Manager, Senior Clubhouse Manager, and Director of Facilities. Duties include:

- The AGM at Oak Hill Country Club is ultimately responsible for all clubhouse operations; essentially being the “face” of these operations with a hands-on approach and an understanding that “on-the-floor” member and staff engagement is critical.
- The AGM provides quality leadership and contributes to the positive atmosphere of the club and associated operations.
- The AGM reports to the GM/COO and leads the food & beverage, front office/lodging, facility and maintenance, housekeeping, locker rooms, and sports and recreation departments.
- The AGM coordinates with other key department heads, primarily as it relates to cooperative efforts surrounding planning, scheduling, special events, and implementation of club functions, especially golf, tennis, and other sports activities, and banquets.
- The AGM seeks out new and innovative ways to meet and respond to the needs and demands of the ever-changing and diverse age group of the membership. He or she displays strategic thinking, excellence, passion, advanced forethought, and follow-through.
- The AGM must maintain a “lead by example” approach within the clubhouse while maintaining a very upbeat, “can do” and “get it done” attitude toward members, services, programs, and initiatives.
- The AGM is responsive to members’ requests and strives to find creative ways to accommodate reasonable requests. He or she believes in the service philosophy: “The answer is ‘yes,’ what is the question?”
- The AGM assures the smooth, efficient daily function of the clubhouse operations to provide its members and their guests with the experience and services for which Oak Hill Country Club is well known. The focus is to provide an enjoyable, high-quality, first-class environment, in an efficient manner.
- The AGM addresses and resolves member concerns and suggestions, general service, employee attitude, maintenance, and the cosmetic appearance of the facilities throughout the clubhouse.
- The AGM clearly understands and values the importance of staff recruitment, retention, and overall commitment to quality as core drivers to Oak Hill Country Club’s success.

- The AGM assists in preparing the clubhouse operating budget and, after GM approval, manages and controls the operations to attain desired results.
- The AGM keeps the GM/COO informed of all significant or potentially significant operating matters, problem areas, achievements, and other matters of importance.
- The AGM delegates appropriate responsibility to department heads, yet remains responsible for clubhouse operations—giving credit to the team and taking responsibility for any shortcomings.

INITIAL PRIORITIES OF THE NEW ASSISTANT GENERAL MANAGER

- Understand the Club’s culture and values, build relationships, and understand expectations and needs.
- Achieve operational efficiency by conducting a thorough review of all operations, identifying areas for improvement, and enhancing service quality and SOP’s.
- Continue to elevate the member experience. This would be accomplished by prioritizing and delivering exceptional service to members and guests.
- Develop staff and find new and innovative ways to keep morale high by fostering a positive work environment through recognition, team building, and open communication to further the Club’s constant goal of being an employer of choice.
- Develop enhanced training programs within the first year to ensure high standards of service as well as clear expectations and provide regular feedback to help build relationships and staff growth.
- Take the lead in the recruitment, onboarding, and training process when the Clubhouse re-opens in June of 2025.

CANDIDATE QUALIFICATIONS

The successful candidate:

- Has at least five years of management experience in a similar high-end club or like environment.
- Has a fundamental understanding of what constitutes a “premier Club experience,” and the proven ability to execute to that level.
- Displays a working knowledge of financial acumen, HR policies and regulations, food and beverage, and the club industry.
- Is skilled in hiring, supervising, managing, mentoring, and developing high-achieving employees. Perpetual training and coaching are essential.
- Is organized, predictable, consistent, and detail-oriented, with the ability to multi-task and prioritize competing or conflicting projects.
- Has a patient, professional demeanor with superior verbal and written communication skills.
- Has strong organizational and time management skills; identifying the details necessary to consistently achieve high levels of quality, satisfaction, and outstanding member experiences.
- Has strong communication and facilitation skills, both written and verbal, with the appropriate personal presence, and a desire and ability to interact effectively before diverse constituencies of members, board members, committees, staff, vendors, and other people who are part of the Oak Hill Country Club family.
- Aspires to progress to a GM/COO role with a continuous desire to improve themselves.
- The AGM must be a true leader who can collaborate closely with other leaders in a team concept, supporting and learning from each other, and who actively supports and appreciates a similar style and involvement from the GM/COO to the mutually desired outcome of the consistent, high-level success of OHCC

EDUCATIONAL AND CERTIFICATION QUALIFICATIONS

- A bachelor’s degree is preferred with a focus on Hospitality Management.
- Industry certifications such as CCM, 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: \$175,000 - \$185,000

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 Oak Hill Country Club, General Manager, Mr. Chad Ellis, 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 OHCC and the Rochester, 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 Friday, October 4, 2024. Candidate selections will occur mid- October with first Interviews expected late October, and second interviews a short time later. The new candidate should assume their role in January 2024.

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

“Last Name, First Name - Resume” &

“Last Name, First Name - Cover Letter – Oak Hill”

(These documents should be in Word or PDF format)

Note: Once you complete the application process for this search, you cannot 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: at alice@kkandw.com

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