



Country Club of New Canaan | New Canaan, Connecticut Assistant General Manager

About the Club

Founded in 1893, the Country Club of New Canaan is a premier, family-oriented country club in Fairfield County, Connecticut's picturesque residential community. Boasting a warm, close-knit membership, the Club fosters a welcoming, familial atmosphere complemented by exceptional social and sports programming for all ages.

Members enjoy an array of top-tier amenities, including a stunning 18-hole golf course designed by Willie Park Jr., hosting 17,000 rounds annually. The racquet sports facilities feature seven Har-Tru tennis courts, four brand-new pickleball courts, four paddle courts with a cozy paddle hut, and three singles and one double squash court. The Club also offers state-of-the-art golf and racquet pro shops, a beautiful swimming pool and pool house (with full kitchen), a snack bar, fully equipped men's and ladies' locker rooms, and comprehensive junior and adult sports lessons and clinics. A children's summer camp and an engaging year-round social calendar further enrich the member experience. The Club has recently completed construction of a new clubhouse and added a new pool facility as well which opened in May 2020.

Dining at the Country Club of New Canaan is a highlight, with various options for every occasion. The Club Room offers informal and family-friendly dining for up to 80 guests, while the Formal Dining Room, seating 34, provides an intimate setting with breathtaking terrace views of the golf course. The outdoor patio accommodates 120 for al fresco dining, and the elegant Wine Room hosts private gatherings for up to 10 guests. The Club's vibrant bar serves up to 32 guests, offering relaxed seating along the walls and at the counter. For grand celebrations and events, the Ballroom accommodates up to 300 guests.

With 605 member families and annual revenues reaching \$14 million, including \$3.2 million in food and beverage sales, the Country Club of New Canaan is a thriving and well-loved establishment. The Club employs 210 staff members during peak season, with 80+ staff retained year-round, ensuring exceptional service. The Club operates Tuesday through Sunday in season and Wednesday through Sunday during the off-season, providing members with a consistent and extraordinary experience.

About the Position

The Assistant General Manager (AGM) is a pivotal member of the Executive Team, collaborating closely with the General Manager to ensure smooth, high-quality operations across all facets of the Club. This role oversees daily functions, including dining and banquet services, reception, housekeeping, maintenance, and security, always striving for exceptional experiences.

Key responsibilities:

- **Operational Excellence:** Lead day-to-day operations with a strong focus on top-tier service, culinary offerings, and immaculate facilities.
- **Team Synergy:** Serve as the central department connector, ensuring a cohesive and efficient team approach.
- **Leadership Presence:** Step in seamlessly for the General Manager, managing all Club operations in their absence.
- **Event Mastery:** Plan and execute private events, delivering memorable and well-orchestrated experiences.
- **Beverage Innovation:** Develop and elevate our cocktail and wine programs, setting new standards for excellence.

The AGM will bring a passion for hospitality, attention to detail, and a dynamic approach to delivering unforgettable moments for our members and guests.

About the Ideal Candidate



The ideal candidate will be an accomplished hospitality professional with at least six years of industry experience, including three years in a managerial role within private clubs, luxury hotels, or high-end hospitality settings. He/she brings a proven history of career achievements, exceptional leadership, and stability that indicates a commitment to excellence.

- **Engaging Leader:** A welcoming, energetic presence with a genuine passion for interacting with members, guests, and staff, fostering strong connections and a vibrant club atmosphere.
- **Customer Service Excellence:** Outstanding communication skills and the ability to deliver exceptional experiences, making everyone feel valued and heard.
- **Hospitality Enthusiast:** A deep passion for food, wine, and high-end service, with an eye for detail that elevates the member experience. Advanced wine and beverage knowledge is highly beneficial.
- **Operational Savvy:** Skilled in overseeing essential functions like dining, housekeeping, engineering, and security, with a sharp focus on service quality and facility management.
- **Organized & Accountable:** Highly organized, driven to enforce SOPs, and experienced in budget management to ensure efficiency and financial success.
- **Inspirational Mentor:** Proven success in building, training, and motivating service-oriented teams with a work ethic that inspires excellence.
- **Innovative Thinker:** Balances respect for tradition with creative ideas to enhance club operations and member experiences.
- **Tech & Safety Savvy:** Proficient with Microsoft Office and Club POS systems, with a strong awareness of safety practices and emergency procedures.
- **Commitment to Excellence:** Driven, composed under pressure, and dedicated to consistently raising the bar in hospitality service.

The candidate should ideally have a college degree in Hospitality Management or a related field and actively pursue professional certifications, like the CCM from the Club Management Association of America, reflecting a dedication to ongoing professional growth.

Apply for This Position

Interested candidates should complete the online candidate profile form and submit a compelling cover letter and resume for consideration to DENEHY Club Thinking Partners at <https://denehyctp.com/apply-for-a-position/>. If you have any questions or to recommend a candidate, please contact Karen Alexander at 203.319.8228 or by email at Karen@denehyctp.com.