



Meadow Brook Club | Jericho, New York

General Manager

About the Club

Founded in 1881 as the Meadow Brook Hunt Club in Westbury, Long Island, this private Club initially focused on fox hunting and polo. In 1894, it expanded to include golf by constructing a nine-hole course in Hempstead, New York. The following year, the Club became the 37th member of the United States Golf Association (USGA) and hosted the inaugural Women's National Championship golf tournament. By 1897, it was a charter member of the Metropolitan Golf Association.

In the 1950s, the original course was repurposed for the Meadowbrook Parkway, prompting the Club's relocation to Jericho, New York. Golf course architect Dick Wilson was commissioned to design the new layout, which opened in June 1955. It quickly earned the distinction of a "born classic" from renowned golf writer Herbert Warren Wind in *Sports Illustrated*.

Since the move, the Club has hosted numerous prestigious tournaments, including the LPGA Western Union International Classic from 1979 to 1982, several Metropolitan PGA Championships, Met Open Championships, and the Northville Classic, a nationally televised Senior PGA Tour event from 1987 to 2003. In 2016, golf course restoration architect Brian Silva led a significant restoration project to enhance the course and practice facilities, marking the first phase of a comprehensive Club Master Plan designed to accommodate even more high-profile events in the future.

Looking ahead, the Club will host the prestigious Met Open Championship in August 2025 and is actively pursuing invitations to host additional national events. Renowned for its exceptional golf course and rich history, the Club remains one of the premier golf destinations in the Metropolitan New York area. It offers a golf-centric membership with outstanding service, superb playing conditions, and a welcoming atmosphere steeped in tradition.

With gross revenues exceeding \$9 million and dues revenue approximately \$5 million, Meadow Brook operates year-round with a seasonal staff of 48 employees and 400 memberships.

About the Position

The General Manager is responsible for overseeing all club operations in alignment with the direction and policies established by the Board of Governors, as well as the Club's By-laws and Rules and Regulations. This includes collaborating with the Treasurer and Controller to develop the annual operating and capital budgets and ensuring the effective management and control of operations to achieve the Club's objectives.

The core responsibilities for the General Manager include:

- **Hospitality & Club Leadership:** Providing strong, visionary leadership to staff while ensuring alignment with the Club's values, mission, and goals. Hospitality is at the heart of the role and the Club's culture, with a dedicated focus on creating an exceptional, welcoming environment for members and guests. The General Manager will lead by example, championing a service-driven culture and ensuring that the highest standards of hospitality are maintained across all departments. This commitment fosters an atmosphere of warmth, attentiveness, and satisfaction, enhancing the overall member experience and reinforcing the Club's long-standing tradition of excellence in hospitality.
- **Employee Relations:** Cultivating a positive work environment, fostering teamwork, and ensuring high employee morale and development.
- **Financial Management:** Overseeing the preparation, execution, and management of budgets, ensuring financial health and efficient allocation of resources.
- **Club Management:** Managing all day-to-day operations to maintain the highest service standards, ensuring exceptional member and guest experiences.
- **Communications:** Serving as the primary liaison between the Board of Governors, Committees, and staff and facilitating clear, effective communication across all levels.
- **Capital Project Management:** Leading and overseeing major capital projects, ensuring they are completed on time, within budget, and aligned with the Club's long-term strategic goals.

While the Board of Governors and Committees focus on policy and programming, the General Manager reports directly to the President and offers strategic guidance, industry insights, and professional expertise. The General Manager holds full management accountability, and the Board and Committees engage with management through the General Manager.

The General Manager will also monitor the quality of the Club's staff, products, and services to ensure maximum member and guest satisfaction and foster an atmosphere of hospitality, warmth, and goodwill.

About the Ideal Candidate

The ideal candidate for the General Manager position will have a distinguished career in private club management, with experience at highly regarded golf clubs and/or country clubs. This individual will have a proven track record of leading successful operations and

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expertly managing complex member experiences, with a strong focus on fostering a service-driven, hospitality-centric culture. Understanding that every action matters, the ideal candidate will place the membership experience at the heart of everything, ensuring that each interaction reflects the highest standards of hospitality. They will create an environment where members feel profoundly valued, and their needs are anticipated and exceeded, reinforcing the Club's commitment to consistently providing an exceptional and personalized experience.

Key Qualifications:

- **Experience:** Established background as a General Manager or senior assistant manager at respected private clubs, with expertise in golf operations, dining, and event management.
- **Passion for Service:** Strong knowledge of food, wine, and service, successfully curating exceptional dining offerings for a sophisticated, well-traveled membership.
- **Staff Leadership:** Proven ability to recruit, train, and motivate a service-oriented team while fostering a high-performance culture.
- **HR & Financial Acumen:** Experience with HR systems, budgeting, forecasting, and financial reporting, ensuring sound financial management and operational efficiency.
- **Event and Golf Management:** Success in executing golf outings and private events and collaborating with golf professionals and green superintendents for seamless operations.
- **Historic Facility Oversight:** Experience managing and maintaining older, historic facilities and overseeing capital projects.

Leadership & Skills:

- **Leadership:** A strong leader capable of delegating effectively, motivating staff, and maintaining an open, upbeat, and accessible management style.
- **Member Engagement:** Skilled in building meaningful relationships with a sophisticated, exclusive membership while maintaining a professional image.
- **Communication:** Excellent written and verbal communication, with the ability to manage relationships with the President, Board, staff, and membership.

Personal Characteristics:

- **Hospitality:** A genuine commitment to providing exceptional service, ensuring a welcoming and personalized experience for members and guests at all times.
- **Passion for Golf:** A deep appreciation for the game of golf and its traditions, balanced with innovative thinking for future growth.
- **Professionalism:** High personal and ethical standards, with the ability to engage comfortably with members respectfully and unpretentiously.

The ideal candidate will have a passion for golf, exceptional leadership skills, and a deep commitment to maintaining and enhancing the Club's excellence and tradition. They will prioritize hospitality and the member experience, ensuring that every interaction reflects the highest service standards. By fostering a culture of warmth, attentiveness, and personalized care, the candidate will elevate the overall member experience, reinforcing the Club's reputation as a premier destination where members feel valued and welcomed.

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 <http://denehyctp.com/apply-for-a-position/>. If you have any questions or to recommend a candidate, please contact Carolyn Kepcher at 203.319.8228 or by email at carolyn@denehyctp.com.