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## **GENERAL MANAGER PROFILE: PINE BROOK COUNTRY CLUB WESTON, MA**

### **GENERAL MANAGER AT PINE BROOK COUNTRY CLUB**

Pine Brook Country Club (PBCC) in Weston, Massachusetts, is seeking an exceptional General Manager to lead the Club. Situated in one of the most affluent areas in the Northeast and just minutes from downtown Boston, PBCC is regarded as one of the premier clubs in the region. The Club is looking for a proven, best-in-class manager and leader to drive its success over the long term.

The ideal candidate will take full ownership of the operation, providing outstanding leadership to an esteemed team and serving as the visible and approachable face of the Club. The Board and committees offer strategic guidance while empowering management and leadership. Experience in a high-end club or similar environment is preferred. The candidate must be a strong communicator, possess excellent emotional intelligence in dealing with both the membership and staff, and have the ability to challenge the status quo thoughtfully. Financial acumen is essential, with the capacity to identify opportunities and ensure alignment across departments. Above all, this individual must demonstrate a deep, genuine interest in both the team and the membership, embracing the role with enthusiasm and dedication.

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

### **ABOUT PINE BROOK COUNTRY CLUB**

Pine Brook Country Club, situated just 11 miles from downtown Boston in Weston, Massachusetts, is renowned as one of New England's premier private clubs. Having served its members and guests for 100 years, Pine Brook Country Club emphasizes a friendly, family-oriented atmosphere while delivering exceptional services and facilities.

Established in 1924, the Club features a classic golf course designed by Wayne Stiles, enhanced with subtle updates by acclaimed architect Ron Forse. The course presents a versatile challenge, ranging from 4,419 yards for beginners to 6,568 yards for seasoned golfers, all set against meticulously maintained greens.

The Club's offerings extend beyond golf, featuring a fitness facility with programming for members, four indoor climate-controlled tennis courts and two outdoor Har-Tru courts, and a comprehensive tennis and pickleball program tailored for all ages and skill levels. Pine Brook's Pro Shop provides members with access to premium golf apparel and equipment, along with artisanal gifts, in a boutique environment.

For relaxation and dining, Pine Brook boasts an Olympic-size swimming pool, a formal dining room accommodating 230 guests, and a 100-seat grille room. Additional amenities include a snack bar at the swimming pool and a terrace, creating a perfect setting for social gatherings. The Club also hosts many events such as weddings and Bar/Bat Mitzvahs.

### **PINE BROOK COUNTRY CLUB BY THE NUMBERS**

- \$90,000 Initiation Fee
- \$25,448 Annual dues
- 15,000 approximate rounds of golf annually
- \$12.0M Approximate gross volume
- \$7.6M Approximate annual dues volume
- \$5,513 annual capital dues

- \$2.4M Approximate F&B volume
- 40 Full-Time Employees; 86 seasonal
- Committees: Executive, Conduct, Dining & Entertainment, Finance, House & Locker, Insurance, Legal, Long-Range Planning, Membership, Pool, Strategic Planning, Tennis, Women's Golf, Scholarship Foundation
- 15 Board Members
- 50 - Average age of members
- POS and Accounting are both JONAS systems

**PINE BROOK COUNTRY CLUB WEBSITE:** [www.pbccma.com](http://www.pbccma.com)

## **GENERAL MANAGER – POSITION OVERVIEW**

The General Manager (GM) has full responsibility for all aspects of operations at Pine Brook Country Club (PBCC), effectively managing all resources and reporting to the Board of Governors through the President and is expected to be the embodiment of an “exceptional member-centric experience.” The GM will lead the management team, many of whom have many years of tenure at the Club, be representative of modern management ‘metric-oriented’ practices, and indirectly supervise all employees of the Club while intuitively promoting a positive, engaging, and highly competent service culture in all operations. The General Manager supervises the Controller, Director of Food and Beverage, Director of Human Resources, Executive Chef, IT Manager, Facilities Manager, Head Golf Professional, Racquets Professional, Golf Course Superintendent.

He/she is expected to be an interactive “thought partner” with the Board and Committees, working closely with both groups as collectively they make decisions and set strategic direction for the long-term well-being of the membership. Like many clubs, PBCC has a number of new, younger members with families, and the balance of tradition with relevance to today's member needs and expectations is a critical success factor. Supporting and effectively working with a large number of committees, which are an important part of PBCC's long history and success, is a necessary and important skill set.

## **INITIAL PRIORITIES OF THE NEW GENERAL MANAGER**

The new General Manager at PBCC will implement the general policies established by the Board of Governors, directing their administration and execution. They will be responsible for planning, developing, and approving specific operational policies, programs, procedures, methods, rules, and regulations in alignment with these general policies. A key priority will be overseeing the execution of the Club's strategic initiatives.

The General Manager will develop, maintain, and administer a strong organizational plan, initiating improvements as needed. They will establish comprehensive personnel policies and oversee actions related to staff training and professional development. Additionally, the General Manager will coordinate the development of operating and capital budgets, ensuring alignment with budget calendars and regularly monitoring financial statements.

Understanding and integrating into PBCC's unique culture is essential. The General Manager will tour the property regularly, identifying issues, making assessments, and communicating needs to the relevant department heads. They will evaluate all departments, striving to build the team and foster a positive culture at PBCC.

Building trust, respect, and credibility with both the Board and staff will be critical. The General Manager will need to assess and enhance the Club's new member orientations and programs, promoting services and facilities to create a welcoming environment. Ensuring the highest standards for food, beverage, sports, recreation, entertainment, and other services will be a top priority, as well as initiating programs to provide members with a variety of popular social events.

Communication with club members is another area for potential improvement, which the General Manager will address. They will also develop, maintain, and disseminate a clear management philosophy to guide staff toward optimal results, high employee morale, and member satisfaction. Continuously identifying opportunities to drive member satisfaction will be an ongoing responsibility.

The General Manager will also perform other duties as directed by the President or Board of Governors.

## **CANDIDATE QUALIFICATIONS**

The ideal candidate will have significant progressive management experience within a well-regarded private club or a similar hospitality environment, preferably with at least seven years in General Manager (GM) or Assistant General Manager (AGM) roles. For AGM experience to be considered, the candidate must have worked under a verifiably competent mentor. A strong background in leading a dynamic, family-centric club environment with extensive recreational and social activities is preferred. Candidates from non-club hospitality sectors may also be considered, provided they demonstrate a solid understanding of leadership in a volunteer, non-profit setting, such as working with member boards and committees.

Leadership and the ability to provide direction to long-tenured department heads and employees are critical. The candidate should naturally be visible and accessible to both the membership and staff. A successful track record of recruiting top talent, mentoring their development, and fostering internal career progression is highly valued.

The candidate must have strong financial acumen, including budgeting and presentation skills. Clear and effective communication skills, both verbal and written, are essential, as is the ability to listen actively and use various forms of media to communicate appropriately.

Proven success in overseeing food and beverage (F&B) operations is important. The candidate should demonstrate an ability to inspire, train, and set standards, and should be known for managing top-tier F&B operations. A commitment to ongoing professional development—for themselves, department managers, and key staff—is vital, along with an understanding of industry trends and benchmarks, and a well-established professional network.

The candidate should have a polished personal presence and a natural inclination to engage with and build strong relationships across all stakeholders. They should be calm and composed, with the tact and diplomacy to navigate various situations effectively.

Finally, a proven history of challenging the status quo in a way that fosters positive change without alienating those affected by such efforts is key.

The Club is strongly interested in the best candidates, regardless of where they currently live. The key attributes, as outlined above, include the proven ability to continue to elevate services, programming, and execution of a well-defined “mission.”

The role of GM at Pine Brook Country Club should be attractive to those qualified candidates seeking a stable, long-term commitment to a community with outstanding schools and quality of life. For the right individual with passion, enthusiasm, and consistently enhanced skill sets, PBCC is the “pinnacle of one’s career”!

## **EDUCATIONAL AND CERTIFICATION QUALIFICATIONS**

- A bachelor’s degree is preferred, with a focus on Hospitality Management.
- Substantial private club or hospitality experience will be considered in lieu of the degree.
- Industry certifications such as CCM, CCE, CMC, 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: \$325,000 - \$375,000.*

## **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 **Pine Brook Country Club/ Club President, Mr. Jay Segel**. Clearly articulate your alignment with this role, why you want to be considered for this position at this stage of your career, and why PBCC and the Boston, MA, area will benefit 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, January 3, 2025. Candidate selections and Interviews will occur in January. The new candidate should assume his/her role no later than April 1, 2025**

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

“Last Name, First Name - Resume” &

“Last Name, First Name - Cover Letter – Pine Brook CC”

(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 Alice Stevens: [alice@kkandw.com](mailto:alice@kkandw.com)

**Search Executive:**

Michael G. Smith, CCM, CCE, ECM

Search Executive

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