

## **GENERAL MANAGER/CHIEF OPERATING OFFICER PROFILE: GLEN OAKS CLUB OLD WESTBURY, NY**

### **THE GENERAL MANAGER/CHIEF OPERATING OFFICER OPPORTUNITY AT GLEN OAKS CLUB**

Glen Oaks Club (Glen Oaks or GOC) is the premier club on Long Island and in the greater metropolitan tri-state area. This presents a tremendous opportunity for a new leader to bring innovation, energy, and strategic vision to an already exceptionally performing club. Glen Oaks has a history of stability and continuity across nearly every department and aspect of governance, but it recognizes that to maintain its pre-eminent position, it needs a highly motivated, proactive, and 'servant-hearted' leader who is a true "partner" with the Board. This role will succeed a very highly regarded leader who is relocating to Florida for family reasons.

Glen Oaks is known for offering members an exceptional and personalized experience. The new General Manager/Chief Operating Officer (GM/COO) will be expected to embody and further enhance this reality, being exceptionally focused on the details to support such outcomes while continuing to introduce innovative and creative programs, amenities, and services. Members and staff genuinely care about each other, and this sincere, intuitive approach is a key and critical expectation for the new GM/COO.

This will be one of the most sought-after and desirable roles in the metropolitan New York area in many years.

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

### **GLEN OAKS CLUB**

For nearly 100 years, Glen Oaks Club has continually evolved to maintain its status as a true "home away from home" for member families. Since the early 1970s, Glen Oaks has been at its current location, consistently adapting to meet the needs of its membership while maintaining its reputation as "a cut above the rest." The club features 27 holes of championship golf, originally designed by Joe Finger and recently renovated and redesigned by Joel Weiman of the McDonald Design Group. Known as one of the best-conditioned courses in the region, it is highly valued by members and guests alike. Glen Oaks has proudly hosted world-class events, including the 2017 PGA Tour FedEx Cup Playoffs Northern Trust Tournament won by Dustin Johnson; the Metropolitan Open (MET Open); the Aramco Ladies European Tour (LET); and the New York State Open, along with many other prestigious local MET area tournaments.

The nearly 150,000 sq. ft. clubhouse features multiple indoor and outdoor dining areas, inviting lounges, and elegant gathering spaces. Renowned for its exceptional culinary program, Glen Oaks takes pride in both the quality of its service and the variety of its food and beverage options. Strong member involvement in special events, private parties, and outings reflects the lively social atmosphere of the club. Recent renovations have further enhanced the member experience, with a redesigned atrium, a covered veranda, and upgraded mixed grill areas, including a vibrant men's sports bar. The club also offers two active card rooms: the women's room accommodating more than 100 players, and the men's room seating approximately 40.

On the upper floors of the clubhouse, members have access to 24 private guest rooms suitable for extended stays, along with offices and staff quarters. The club also operates two additional seasonal staff accommodations: a dormitory near the clubhouse that houses approximately 55 employees, and a residence near the turf maintenance facility for golf and grounds staff.

Additional amenities at Glen Oaks include a large pool beside the clubhouse, featuring an active upscale Snack Bar. The racquets program is robust, with 6 Har-Tru courts and 4 pickleball courts.

## **GLEN OAKS CLUB BY THE NUMBERS:**

- Approximately 900 members in all categories.
- All in Dues & Assessments are approximately \$45,200 for the oldest Junior category to \$55,000 for full Regular members.
- Initiation fees for a Regular member are \$250,000.
- Gross revenues for 2024 were just short of \$28M (Includes Capita and Initiation Income).
- Food and beverage revenues in 2024 were just short of \$5M.
- Overall payroll and benefits expenses for 2024 were approximately \$13M.
- Glen Oaks employs approximately 255 staff in-season and approximately 100 in the off-season.
- The Club's Board is comprised of 17 members; each serving six years and may be elected for additional terms. The President is in office for three years.
- Glen Oaks Club is a 501(c)(7), not-for-profit, tax-exempt corporation.
- The Club has a \$250 per month capital charge.
- The JONAS system is used for POS and club accounting.
- There are several active committees, including: Executive, Admissions, Budget & Finance, Building, Card Room, Golf, Golf Cart, Green, House/Entertainment, Insurance, Law, Long Range Planning, Parking, Philanthropic, Pool, Member Rooms, Tennis and Safety, Women's Activities, and Young Membership Committee.

**GLEN OAKS CLUB WEBSITE:** [www.glenoaksclub.org](http://www.glenoaksclub.org)

## **GENERAL MANAGER/CHIEF OPERATING OFFICER – POSITION OVERVIEW**

The General Manager/Chief Operating Officer assumes all operational leadership duties at the Glen Oaks Club and acts as a key thought partner and executive with the Club's Board of Governors and Committees. The GM/COO is responsible for overseeing all day-to-day operations and departments within the Club. He/She leads and manages all aspects of operations, including amenities, project development, staff, and all programs and activities, as well as food and beverage services, to deliver consistently excellent service to members and their guests. At Glen Oaks, this role demands exceptional diplomatic graciousness and charisma, along with high visibility, a strong personalized service approach, and a servant's heart—traits that are vital for all team members to emulate. The new GM/COO's success heavily relies on an intuitive understanding of how to be "present" and a genuine ability to engage with every generation of family members and their guests, maintaining approachability and appropriateness interactive.

The ideal candidate possesses a strong sense of "polish," an intuitive "gravitas" about themselves, and understands the importance of being fully engaged and committed to the Club during the busy summer and shoulder season months. Additionally, they must be naturally discreet and appropriate, both inside and outside the Club, and recognize the importance of community involvement as a representative of Glen Oaks, which helps promote events and membership.

The GM/COO is responsible for creating, implementing, and consistently maintaining all service standards and processes while providing vibrant, innovative, relevant, and energizing services, along with respectful leadership for key managers and staff.

Clearly, a primary goal is for the GM/COO to be the highly visible and interactive face of the Club, ensuring that goals, objectives, and accountability are defined, understood, evaluated, and continuously improved. The GM/COO will be responsible for delivering top-quality products and services, maintaining fiscal responsibility, and adhering to agreed-upon budgets—while also developing a stronger Performance Management System focused on goals, priorities, and accountability.

The GM/COO must actively participate in strategic planning, talent acquisition and retention, membership orientation, and membership activities/services programming, making sure that each area considers both current and future membership demographics. Additionally, he/she must recognize that all amenities at GOC should meet the majority of members' expectations, with the primary mission being to determine and ensure the delivery of quality experiences. The Club has recently approved a major capital program to upgrade many of its existing top-tier facilities, and the new GM/COO will play a key role in overseeing these improvements.

The new GM/COO will understand that golf and food and beverage operations are the main drivers of the Club's success, but that other amenities—such as family activities, events, and personalized services—are also integral parts of GOC's offerings. These must meet member expectations, be regularly evaluated for relevance, and undergo continuous development to achieve excellence.

A key requirement is the ability to proactively collaborate with the Board and Club Committees, when appropriate, to keep them focused on key goals and objectives that support the long-term success of GOC. The GM/COO must ensure that major capital projects are executed successfully and that all stakeholders are kept well informed throughout the process. The Club expects the GM/COO to be proactive in identifying, researching, recommending, and supporting strategic initiatives and capital projects, recognizing that he/she should serve as an active partner with the Board on these matters.

As with most innovative, high-performance clubs, there is an ongoing need to improve current member services and introduce new programs. Historically, much of this progress has been driven by well-executed events and functions. The GM/COO should have a natural interest in engaging in the planning and execution of these events, working closely with a dedicated team of Senior Staff to ensure that all details, expectations, and success factors are thoroughly managed. A genuine passion for the role, Glen Oaks Club, its members, the surrounding area, and the team's success is essential.

#### **INITIAL PRIORITIES OF THE NEW GENERAL MANAGER/CHIEF OPERATING OFFICER**

With the expectation that the new GM/COO will commence his/her role in late 2025/early 2026, the following priorities have been identified as primary focus:

- Meet and sincerely interact with and engage as many members as possible, “be present!” Build trust whenever and wherever possible by scheduling interactive times and following up on details. “Be involved and in charge!” Learn the members, the team, and the processes, and understand what and why before initiating changes. OBSERVE AND EVALUATE FIRST.
- DETAILS, DETAILS, DETAILS. Become intimately familiar with Board and Member expectations regarding service levels and ensure the staff clearly understands them, and that accountabilities, training, and proactive evaluation of consistency and results are in place
- Spend time with the team, especially senior staff in all areas of operations, getting to know them, evaluating their abilities, and aspirations, ensuring that they and their respective teams have clear expectations and accountabilities in place. Understand, but further positively challenge any ‘that’s the way we’ve always done it’ perspectives where you see an opportunity to enhance or improve outcomes.
- Create, gain “buy-in” and execute a performance management system focusing on departmental leaders and their responsibilities/accountabilities and priorities, in conjunction with the focus and creation of a strategic plan with the Board and appropriate Committees. Included in this system is your own matrix of goals and /accountabilities, along with a plan as to how and when you will keep the Board informed of progress and outcomes.
- Become intimately familiar with the Club's staff recruitment, training, and retention efforts, especially focusing on the H2B and J1 recruitment and your understanding of its success.
- Ensure the significant capital projects currently in the planning process are on track, adding your own insights and perspectives relative to viability and successful outcomes. Involvement and leadership at a strategic level are critical success factors and priorities.

#### **CANDIDATE QUALIFICATIONS**

- A minimum of 7 - 10 years of verifiable, progressive leadership and management experience in an active, private member-owned club or luxury hospitality and service-focused environment. NOTE: While having a strong preference for those who have experience in the General Manager/Chief Operating Officer role, those current Assistant General Managers or similarly titled leaders at well-recognized clubs or luxury resorts/hotels, with verifiable records of achievement, may be considered for this role. Experience and success working in a predominantly Jewish membership club is of great interest, as well as international luxury experiences.

- Strong general management and leadership skills with verifiable strengths in team development, recruitment and training, financial planning, systems and analysis, diverse recreational amenity management, exceptional quality food and beverage programming, exceptional member/guest service programming, strategic planning, and project management are required.
- Exceptionally strong communication and facilitation skills, both in writing and verbally, along with the appropriate personal presence, desire, and ability to interact effectively before diverse constituencies of members, staff, vendors, and other people who are part of the success of GOC.
- A “strong network” of industry professionals in order to assist the Board and Committees with “visioning” the Club’s future needs based on trends, demographics, etc.
- An exposure and responsibility to oversee and lead a high-quality operation in his/her previous positions--- amenities, service, history, traditions, and overall club ambience. It is critical that the GM/COO embodies the level of quality and consistency that is commensurate with expectations at GOC.
- Has a verifiable record of fiscal responsibility and can educate and support his/her key managers to be able to work within approved budget parameters.

#### **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

#### **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: \$450,000 - \$525,000

#### **INSTRUCTIONS ON HOW TO APPLY**

Please upload your resume and cover letter in the order listed using the link below. When prompted for them during the online application process, you should have your documents fully prepared to attach. Please be sure your image is not on your resume or cover letter; it should be used on your LinkedIn Profile.

Prepare a thoughtful cover letter addressed to **Mr. Michael Zetlin, President, and the Search Committee at Glen Oaks Club**. Clearly articulate your alignment with this role, why you want to be considered for this position at this stage of your career, and why GOC and the tri-state 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, August 29, 2025. Candidate selections will occur in early September, with the first Interviews approximately two weeks later and the second interviews shortly thereafter. The successful candidate should assume his/her role as soon as convenient.**

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

**“Last Name, First Name - Resume” &**

**“Last Name, First Name - Cover Letter – GOC”**

(These documents should be in Word or PDF format.)

Note: Once you complete the application process for this search, you will not be able to go back 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](mailto:patty@kkandw.com)

#### **Search Executives:**

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