



RCS Hospitality Group
a new generation of hospitality management
2827 Midway Rd SE Ste 106 - #231
Bolivia, NC 28422
www.consultingRCS.com

Position Available:
GENERAL MANAGER/COO
Lords Valley Country Club
Lords Valley, PA

Lords Valley Country Club, a distinguished, member-owned club located within the private Hemlock Farms Community in Northeastern Pennsylvania, is seeking an experienced and strategic General Manager/Chief Operating Officer to oversee all aspects of club operations. Ranked among the Platinum Clubs of America and the world, LVCC is known for its rustic elegance, championship golf, vibrant racquets and aquatics programs, and a welcoming, family-focused atmosphere. This is a rare opportunity to lead a highly respected club with a proud 60-year tradition and a commitment to excellence in both service and experience.

The GM/COO will serve as the Club's chief executive, guiding a seasoned management team and ensuring operational excellence across all departments. The ideal candidate will be a visible, hands-on leader with sound financial acumen, strong administrative capabilities, and a collaborative, hospitality-minded approach. This role offers the chance to make a lasting impact on a thriving year-round community and help shape the future of one of Pennsylvania's premier private clubs.

JOB SUMMARY (Essential Functions)

Serve as Chief Operating Officer of the Club. Manage all aspects of the club including its activities and the relationships between the Club and its Board of Directors, members, guests, employees, community, government and industry. Coordinate and administer the club's policies as defined by its Board of Directors. Develop operating policies and procedures and direct the work of all department managers. Implement and monitor the budget, monitor the quality of the Club's products and services, and ensure maximum member and guest satisfaction. Secure and protect the Club's assets, including facilities and equipment.

JOB KNOWLEDGE, CORE COMPETENCIES, AND EXPECTATIONS

- Characteristics of a successful GM/COO include honesty, straightforwardness, integrity, accountability, leadership, and dedication.
- Able to inspire and motivate others, earn the respect of the members and employees, as well as the community at large.
- Conducts himself or herself in a responsible and professional manner at all times while at or away from the Club and encourages other staff members to do the same to reflect the proper image of the Club throughout the community.
- Able to be diplomatic and tactful – yet firm – in dealing with member constituents.
- Must demonstrate interpersonal relations skills; be an excellent communicator and a competent administrator; and must be able to effectively communicate the Club's vision.
- Ability to set goals and objectives as well as delegate to and coach the department managers and their staff.
- Ability to manage cross-functional teams and multi-disciplinary projects.
- Ability to make complex decisions in a dynamic environment supporting the Club's vision, mission, and core values.
- Displays sound judgment.
- Ability to think strategically while meeting operational and near-term objectives.
- General financial aptitude, including experience creating and managing a budget, commensurate with executive duties.
- Helps to set and maintain high standards for all facilities, services, and communications.
- Knowledge of and ability to perform the required role during emergency situations.



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JOB TASKS/DUTIES

- Implements general policies set by the Board of Directors; oversees their management and implementation..
- As a partner with the Governing Board in advancing the club's mission, the GM/COO discusses with the Board issues facing the Club and identifies actual or anticipated problems.
- Apprises the Governing Board of trends, changing circumstances, and unexpected occurrences that could result in making changes to the strategic plan.
- Reports member infractions to the Board for necessary action.
- Monitors long- and short-term objectives and financial reports and, in consultation with the treasurer and finance committee, prepares a financial plan for the Club.
- Manages club cash flow and establishes controls to safeguard funds.
- Sets the standard for effective management and demonstrates a concern for the supervision and development of the staff.
- Plans, develops, and approves specific operational policies, programs, procedures, methods, rules, and regulations in concert with general policies.
- In conjunction with department supervisors, establishes employee rules and regulations, work schedules, internal controls, and a performance appraisal system.
- Works with the Long-Range Committee to coordinate the development of the club's long-range and annual (business) plans in efforts to move toward the Club's mission.
- Develops, maintains, and administers a sound organizational plan; initiates improvements as necessary.
- Establishes a basic personnel policy; initiates and monitors policies relating to personnel actions, training, and professional development programs.
- Coordinates development of operating, cash, and capital budgets according to the applicable budget calendars; monitors monthly budget and other financial statements; takes effective corrective action as required; approves vouchers before payment; prepares and makes financial reports to the Board of Directors.
- Coordinates and serves as an *ex officio* member of appropriate club committees.
- Develops ongoing dialogue and rapport with members through recognition, communication, and follow-through.
- Provides advice and recommendations to the Club's President and committees about construction, alterations, maintenance, materials, supplies, equipment, and services not provided in approved plans or budgets.
- Consistently assures that the club is operated in accordance with all applicable local, state, and federal laws.
- Oversees the care and maintenance of all the Club's physical assets and facilities.
- Coordinates the marketing and member-relations programs to promote the Club's services and facilities to present and potential members.
- Ensures the highest standards for food, beverage, sports and recreation, entertainment, and other club services.
- Establishes and monitors compliance with purchasing policies and procedures; reviews and approves purchasing procedures and requirements.
- Reviews and initiates programs to provide members with a variety of popular events.
- Works with subordinate department heads to schedule, supervise, and direct the work of all employees; confers with them about personnel-related matters, including compensation, job changes, and performance evaluation.
- Convenes and presides over meetings with department managers and conducts regular full staff meetings.
- Attends meetings of the Club's Executive Committee and Board of Directors.
- Participates in selected community activities to enhance the prestige of the club; broadens the scope of the club's operation by fulfilling the public obligations of the club as a participating member of the community.
- Properly manages all aspects of the club's activities to ensure and maintain the quality of products and services provided by the club.



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- Serves as liaison between all management staff and the board.
- Coordinates inter- and intra-committee activities.
- Has ultimate authority over inter-departmental matters and implements policies concerning employee-employer relations.
- Prepares reports and other support material for committee and board use.
- Negotiates and recommends board approval for contracts.
- Provides for and manages use of the club's equipment, space, and materials.
- Establishes and approves workloads, work methods, and performance standards.
- Maintains relations with police, fire, liquor control board, health department, and other governmental agencies.
- Directs purchasing, receiving, storage, issuing, preparation, and control of all products, supplies, and equipment.
- Coordinates as necessary arrangements for public functions and social gatherings, including seating according to protocol and special courtesies extended to members and guests.
- Ensures proper cleanliness and sanitation of all club facilities and environments.
- Performs competitive analyses on clubs and other businesses providing member alternatives through personal observations and historical reports.
- Oversees risk management programs to ensure that adequate safety measures are in place to protect members, employees, and club assets.
- Handles emergencies such as fires, accidents, and breaches of security or house rules promptly and in person. Emphasizes prevention through training, inspection, and preventive enforcement.
- Secures and protects the Club's assets, including intellectual property and brand, and enhances the brand equity.
- Convenes and presides over meetings with departmental managers; conducts all-facility personnel meetings.
- Gives direction to and works closely with vendors, outside contractors, firms, and individuals providing services to the Club.
- Maintains relations with local, state, and national associations that promote the club industry.
- Provides for the security of the Club, its environs, and members' belongings.
- Adheres to established board policies.
- Performs other duties and functions as the Club board may direct that are consistent with this job description.

EDUCATION AND/OR EXPERIENCE

- Bachelor's degree from a four-year college or university; Hospitality Management major preferred.
- Maintains membership with the Club Managers Association of America (CMAA) and other professional associations.
- Attends conferences, workshops, and meetings (e.g., CMAA's World Conference and Club Business Expo and CMAA chapter meetings) to keep abreast of current information and developments in the field to enhance his or her value and quality of services to the members.
- Experience as a General Manager, Assistant General Manager, Clubhouse Manager
- Substantial private club or hospitality industry experience with management and supervisory experience and progressive professional advancement.
- Management of complex capital projects preferred.
- Experience working with volunteer committees preferred.

LICENSES AND SPECIAL REQUIREMENTS

- Certified Club Manager (CCM) designation or in current pursuit of this designation is desirable.

Physical Demands and Work Environment:

- Must be able to reach, bend, stoop, stand, and lift up to 40 pounds.



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- Must be able to handle hot and cold interior and outdoor conditions.
- Public speaking at meetings and events.

REPORTS TO

- Club President

WORKS TOGETHER WITH AGM TO SUPERVISE:

- Director of Golf, Director of Racquets, Executive Chef, Office Manager, Clubhouse Manager, Superintendent, and Waterfront Director

• THE CLUB OFFERS

- Salary is offered at \$150,000-\$170,000 annually, commensurate with experience
- Annual performance bonus.
- Paid vacation.
- 401k
- Medical, dental, and life insurance.
- Short-term and Long-term disability.
- Continuing education allowance.

CLUB OVERVIEW

Lords Valley Country Club, a private, member-owned club within the Hemlock Farms Community in Northeastern Pennsylvania, offers an unparalleled retreat for members and their families. Designed for those who value quality time with loved ones, LVCC blends rustic elegance with exceptional recreational facilities, fine dining, and a rich social calendar. Recognized as one of the Platinum Clubs of America, ranked 21 out of the top 150 clubs nationwide, and #107 among Platinum Clubs of the World, LVCC stands as a symbol of excellence and distinction.

Known as "a resort for all seasons," LVCC features a USGA-rated championship 18-hole golf course, renowned for its beauty and challenge, complemented by a driving range, putting and chipping greens, and a 19th-hole grill. The Club's tennis facilities boast nine Har-Tru courts and four Pickleball courts, and the heated swimming pool, equipped with a waterslide, provides a perfect summer escape. Members enjoy dock space, club boats, and a well-equipped fitness room for year-round activity. From the vibrant colors of autumn reflecting in the surrounding lakes to cozy winter gatherings by the clubhouse fireplace, LVCC offers an array of seasonal experiences. With over 60 years of tradition and a commitment to excellence, LVCC is more than a club; it's a community that celebrates the best in life.

CLUB DETAILS

- 245 Members
- \$4.3M Gross Revenue
- \$2.6M Annual Dues Revenue
- \$850,000 Gross F&B Revenues, 90% a la carte/10% banquet, Three Dining Outlets
- 15 Board Members, 16 Committees
- Website: <https://www.lordsvalleycountryclub.com/>

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