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ASSISTANT GENERAL MANAGER PROFILE: BALTIMORE COUNTRY CLUB BALTIMORE, MD

ASSISTANT GENERAL MANAGER AT BALTIMORE COUNTRY CLUB

A rare opportunity exists for an exceptional candidate with a successful track record of accomplishment, leadership, and high-quality operations management experience in private clubs, hotels, high-end restaurants, or resorts. We are conducting a search for the Assistant General Manager (AGM) at a club that has built a reputation among the finest in the country. The successful candidate will be an integral and critical part of a high-performing team at a nationally recognized Club, one acknowledged for its innovations, quality work environment, and focus on continually 'raising the bar' for its members and staff.

The primary focus of the role is delivering an unparalleled member experience, which is of primary importance to the social fabric and culture of the Club. The ability to consistently be forward-looking in planning, innovation, organization, and departmental leadership is the critical skill set required for success in this position. Also important is the ability to intuitively embrace the need to be visible and highly interactive with members and staff; leadership in this area begins and ends with approachability and accessibility.

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

ABOUT BALTIMORE COUNTRY CLUB

The Roland Park Golf Course was officially closed in 1962 when all of the property on the west side of Falls Road was sold, and the West Course at Five Farms was opened. This second course at Five Farms was redesigned in 1990 by Bob Cupp and Champions Tour member and World Golf Hall of Fame member, Tom Kite. In 2012, the course was renovated under the direction of Keith Foster. The Par 72 West Course offers members two outstanding golf courses.

In 1931, the Roland Park Clubhouse was virtually destroyed by fire. The new "in-town" Clubhouse was formally opened on April 1, 1932. The fine Federal-style detailing of the Georgian Room, the paneling and black Belgian marble of the foyer, and the rough stone and pine of the Grille remain practically unchanged to this date. The duckpin bowling lanes were built in 1932 and remain in use today. In 1964, the stately Olivier Mansion, which served as the original Five Farms Clubhouse, was demolished and replaced with a new building, which underwent a major renovation in 2022. Members continue to enjoy a variety of activities at the two clubhouses today.

The Club's racquets program consists of tennis, paddle, pickleball, and squash. With a rich tradition of hosting the Davis Cup and other professional events, their state-of-the-art tennis facility offers top-notch programs for all ages and abilities. BCC is the first club nationally to have four dedicated clay pickleball courts. Paddle tennis, arguably the most social of any racquet sport, combines tennis and squash, providing a fun, yet challenging activity for the entire family. Two international singles squash courts and a hardball doubles court offer everything from clinics to world-renowned tournaments for all types of squash players.

The Club's swim complex offers three swimming pools, grass lawns for lounging, and open patios for dining. Throughout the summer, members and guests enjoy themed parties, swim lessons, swim team, and social gatherings. The pool menu includes healthy options to energize the body and a service bar for adults to enjoy.

Baltimore Country Club's fitness facilities are designed to optimize members' health and fitness goals based on individual needs. The Club's fitness and wellness professionals specialize in personal training, group fitness, rehabilitation, and massage therapy.

BALTIMORE COUNTRY CLUB BY THE NUMBERS

- 3,300 Members in all categories; waitlist for Golf and Social membership
- 44,000 Rounds of golf
- \$85,000 initiation fee
- \$35M Gross volume
- \$14.6M Annual dues volume
- \$9.0M F&B volume projected 2025; 36% a la carte, 32% private events, 32% club events
- \$10.6M Gross payroll
- 180 (FTE) out-of-season employees; 420+ (FTE) in-season employees
- 48 Average age of members

BALTIMORE COUNTRY CLUB WEBSITE: www.bcc1898.com

ASSISTANT GENERAL MANAGER – POSITION OVERVIEW

The Assistant General Manager will:

- Embrace and embody the BCC culture centered around the CORE FOUR:
 1. Do What is Right, Not What is Easy (Take Ownership and Be Accountable)
 2. Empowerment Through Opportunity (Be Impactful with your Actions)
 3. Build Genuine Relationships (Engage, Be Present, Passionate and Empathetic)
 4. Be Extraordinary (Going Beyond Expectations is our Standard)
- Engage in the C.A.R.E. culture:
CREATE a genuine approach to hospitality
ACHIEVE budgeted goals
RESPECT and dignity for all
EXCEPTIONAL experiences at all times
- Manage the following teams: Aquatics, Clubhouse Services (Housekeeping, Security, transportation, Valet), Food & Beverage, Fitness, and Member Relations.
- Have a strong, highly visible and respectful presence with the membership, while being an exceptional communicator, possessing adroit interpersonal skills, and the maturity to instinctively understand our members and guests with a constant orientation toward service excellence. S/he must be able to communicate this expectation to staff with diverse backgrounds and motivate them positively at all times.
- Participate in assisting committees including Fitness and Wellbeing, Archives, and Swim. On occasion sit in on and assist with Board meetings.
- Have a strong sense of urgency and responsiveness.
- Be a person of quality and integrity.
- Be an active and dynamic recruiter of team members and someone enthusiastic about building a team and leading them to significant, positive membership interactions and outcomes.
- Be a collaborative team player willing to be "hands-on" when necessary but understand when to step back and lead the team.
- Involve associates in the decision-making process of how 'work gets done' and create a desirable and rewarding work environment.
- Take responsibility for the BCC's internship program, overseeing the program and acting as a mentor.
- Have a passion and aptitude for teaching and training. Be able to develop and enhance training programs for all food service personnel, working, as necessary, with the managers directly responsible for those operations.

- Be a focused and objective evaluator of personnel, ensuring that standards of conduct and member service are met; this includes oversight of high standards of appearance, hospitality, service, and cleanliness of all facilities.
- Establish and consistently enhance operating standards for all personnel and objectively evaluate knowledge, understanding, and execution of these standards.
- Ensure that an effective orientation and onboarding program exists in all areas of responsibility, along with continuous professional development and training.
- Ensure effective and efficient staffing and scheduling for all facilities and functions while balancing financial objectives with member satisfaction goals.
- Ensure that associates clearly understand performance expectations and that assigned tasks are reasonable, well-conceived, and appropriately conveyed. Provide resources necessary to allow employees to perform their jobs effectively and create an exceptional ambience for members and guests.
- Establish and uphold expectations for dress, decorum, and all other service standards, and consistently monitor.
- Take personal ownership of their areas of responsibility, with special attention to the physical plant and overall appearance of the operation and understand the need to be consistently “member ready” in both appearance and service.

INITIAL PRIORITIES OF THE NEW ASSISTANT GENERAL MANAGER

- Observe, listen, ask questions, and learn about the culture and heritage of Baltimore Country Club. The Club is very open to changes and improvements, but you must first understand the culture, overall history, expectations, etc.
- Meet and sincerely interact with and engage as many members as possible. Build trust, schedule interactive times, and follow up on details. Being “front-facing” and involved in all operations, and especially in member high usage areas/times, is important.
- Work closely with the F&B team to ensure that an appropriate foundation of success is in place in this department, both in the culinary and service execution sides of the operation. F&B operations are of utmost importance to the membership, and meeting a majority of members’ expectations in this area is a critical success factor. Service and culinary standards, and consistent delivery thereof is an important focus.
- Spend time with the team (staff in all areas of operations) getting to know them, their abilities, and aspirations, and to further their already strong mutual respect and collaborative approach to supporting one another and the Club’s overall mission.
- Examine and elevate the overall performance management systems in place at BCC, recognizing a continued desire to ensure that goals, objectives, accountabilities, and responsibilities should be evaluated with a focus on relevancy.
- The Club has a history of exceptional member experiences; consider how to ensure they continue at a high level and where they may be even further enhanced.

CANDIDATE QUALIFICATIONS

To perform this job successfully, an individual must be able to perform each essential duty. The requirements listed above are representative of the knowledge, skills, and abilities required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Very strong F & B skills are necessary, as is an intuitively respectful style and mentoring/nurturing/developing approach to staff and team. The AGM will be highly engaged with their team and the membership and must demonstrate integrity at all times. Baltimore Country Club is a high-expectation club operation with two campuses, each with multiple operating outlets, events, and activities occurring simultaneously; the ability to manage and lead in such an environment in a highly organized, thoughtful manner is critically important. Strong knowledge in Northstar will also be considered a plus, as the Club is currently undergoing a significant re-engineering project.

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 are encouraged but not required.

EMPLOYMENT ELIGIBILITY VERIFICATION

In compliance with federal law, all hired employees must verify their identity and eligibility to work in the United States and 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: \$175,000 - \$200,000.

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 **Baltimore Country Club/Mr. M. Kent Johnson, CCM, CCE, ECM.** Clearly articulate your alignment with this role, why you want to be considered for this position at this stage of your career, and why BCC and the Baltimore, MD 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, November 21, 2025. Candidate selections will occur late November, with the first and second Interviews expected in December 2025. The successful candidate should assume their role in January 2026.

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

"Last Name, First Name - Resume" &

"Last Name, First Name - Cover Letter – Baltimore 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

Lead Search Executive:

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