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## ASSISTANT GENERAL MANAGER PROFILE: ROUND HILL CLUB GREENWICH, CT

### ASSISTANT GENERAL MANAGER OPPORTUNITY AT ROUND HILL CLUB

The opportunity at Round Hill Club, one of the Northeast's premier private clubs, is truly exceptional. The Club holds a distinguished place within its community, offers a comprehensive array of amenities, and benefits from a longstanding tradition of stability and continuity across its management team, membership, and governance.

Round Hill Club is seeking a proven, best-in-class Assistant General Manager who will play a meaningful role in advancing the Club's strategic and operational objectives. The ideal candidate will bring a strong background in food and beverage and overall club operations, paired with the judgment and confidence to make thoughtful operational decisions. This role also presents a unique opportunity to gain significant capital project experience, as the Club has recently approved a \$32 million initiative to renovate and enhance its campus and amenities over the next four years. The Assistant General Manager will be actively involved in this project and assume key responsibilities throughout its planning and execution.

Success in this role requires an individual who communicates effectively with both members and staff and is highly approachable in nature. Given the Club's traditional environment, the successful candidate will be a polished, detail-oriented leader who values professionalism while fostering strong relationships. This position is particularly well-suited for someone who enjoys mentoring others and supporting the growth and development of their team.

Round Hill Club is deeply committed to internal development and leadership progression. The two most recent individuals in this role have advanced to General Manager positions at their own clubs, reflecting the Club's dedication to preparing future leaders. This is an outstanding opportunity for a motivated professional seeking to further develop their skills and position themselves for a successful General Manager career.

### ABOUT ROUND HILL CLUB

The Round Hill Club (RHC) is a premier, traditional, family-oriented private Club located in the community of Greenwich, Connecticut, approximately 30 miles northeast of downtown Manhattan. The Club was established in 1922 and has consistently earned the distinction of being a Platinum Club of America. Members of this exceptional family Club are all residents of this community and cherish the unique atmosphere and intimate culture that serves to solidify Round Hill as one of the finest private club experiences available. Members have invested substantially in the facilities over the past decades, and the Club enjoys a full and stable membership.

Round Hill Club is rich in tradition with a distinct culture of mutual respect and care with management and staff. Appreciating Round Hill's history strengthens the commitment all Members make toward preserving the character and community-centric values of the Club.

The Club offers members the time, the place, the people, and the services to enrich and reward their lives in a setting all its own. It is a woven tapestry of family, community, history, and elegance that is both the legacy and promise of Round Hill Club.

Member families enjoy a variety of amenities including a Walter Travis design golf course, short and long-game practice facilities, a newly constructed pool facility with a seasonal dining venue, six outdoor Har-Tru tennis courts, four pickleball courts, and one hard tennis court that can accommodate 4 more pickleball courts if needed and pro shop, two indoor tennis courts, singles and doubles squash facilities and a 2,500 square foot fitness center, which includes personal training and massage therapy. The Club also offers a winter shooting program and has four platform tennis courts with a warming hut.

Comprehensive youth and adult activities are offered in golf, squash, tennis, platform tennis, shooting and swimming. The Club's vibrant social and activities schedule features traditional and special events throughout the year. The Club is completely member focused and they do not entertain outside business. They also provide on-site staff housing for up to 54 employees.

### **ROUND HILL CLUB BY THE NUMBERS**

- Approximately 15,000 Annual rounds of golf
- Initiation Fee \$130,000
- Annual dues \$ 19,590
- Minimum charges: \$2,000/annual plus \$342 /monthly Capital Charge
- Approximately 650 Members, all categories
- Approximately \$14.7MGross volume
- Approximately \$9.5M Annual dues volume
- Approximately \$3.2 F&B volume, 51% a la carte / 21% member functions / 19% private parties / 9% snack bar
- Approximately 103 Full-Time Employees; 70 seasonal
- 25 Board Members plus 2 Junior Representatives serving four-year terms
- 59 - Average age of members
- POS and Accounting are both JONAS systems

### **ASSISTANT GENERAL MANAGER – POSITION OVERVIEW**

- Reports to the General Manager
- AGM will have direct responsibility for Human Resources

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

- Develop or strengthen Club operational standards, processes, procedures, and ongoing training.
- Review and enhance or create Club operations dashboards for improved oversight and KPI development, as well as accountability and commitment scorecards.
- Creating strong internal and external partner relationships to understand and memorialize strategies and contributors to Round Hill's success.
- Review and development of enhancements to member communication strategies including mobile apps, social media monitoring, website relevancy, as well as developing an internal staff communications strategy.
- Collaboratively run all department meetings along with GM and Controller.
- Would be an active participant and lead discussions with the House, Entertainment, and Clubhouse Committees.
- Would hold weekly Department meetings and communicate on a regular basis with direct reports within the Clubhouse.

The Assistant General Manager role at Round Hill Golf Club is intended to leverage the GM and the Club to better prepare for and manage its future by enhancing several already high-performing areas within the operation. Key to a successful outcome for the selected candidate is to lead a cross-functional review of the Round Hill business model to ensure fiscal responsibility in all areas of Club operations. Moreover, memorializing internal and external relationships supporting the Club's success, and establishing strong protocols in all departments within the organizational structure are key deliverables in year one.

The new AGM is expected to be the embodiment of an “exceptional member-centric experience” and 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 will promote positive, engaging, and highly competent service culture in all operations.

He/she is expected to be an interactive “thought partner” with the General Manager, working closely with him as they collectively make decisions and set strategic direction for the long-term well-being of the membership. Like many clubs, RHC 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 volunteer leaders, who are an important part of RHC's long history and success, is a necessary and important skill set.

Amongst many key priorities, is helping to instill a high-performance culture throughout the Club, working closely with other senior team members and the GM, the AGM will need to be a highly collaborative, engaged, and supportive team player who appreciates the history of the Club and team, and has an appropriate, respectful, and diplomatic style to garner support and positive engagement. Additionally important is an analytic nature and skill set that translates into performance objectives that are easily articulated, understood, and turned into backing for making overall member satisfaction a top priority for the organization.

To be successful, the Assistant General Manager will:

- Acts as the primary point of contact for the membership for all Clubhouse services and maintains a highly visible presence throughout the Clubhouse and across campus.
- Responsible for leading, inspiring, and supervising all Food and Beverage personnel across multiple outlets.
- Possess strong financial acumen and exceptional administrative skills, including a clear understanding and development of KPIs for the organization, and able to articulate their meaning and trending analysis. Ability to create and oversee a system identifying key ratios to track (payroll, net F & B, etc.) as well as valuable 'dashboards' for oversight and enhancement of operations.
- Involve associates in the decision-making process of how 'work gets done' and help to further an already desirable and rewarding work environment.
- Have enthusiasm and aptitude for teaching and training, developing, and enhancing orientation and training programs for all Club personnel, working, as necessary, with the managers directly responsible for those operations.
- Oversee and lead the scheduling, planning, and execution of all private parties, member functions, and food and beverage needs for sporting department and events.
- Have strong administrative skills and proven ability to recognize and articulate the needs of RHC to maintain a healthy financial position through analytical rigor and data accumulation for enhanced decision-making.
- Be adroit at developing relationships, being a respectful and diplomatic, but candid "thought partner" with the GM and appropriate Board and Committee members.
- Leverage technology for more cost-effective business execution outcomes and standardization of administrative processes.

## CANDIDATE QUALIFICATIONS

- Exceptional interpersonal, written, and verbal communication skills, with the ability to present recommendations clearly and effectively to diverse audiences.
- Proven judgment and decision-making ability, resolving complex issues in a timely and thoughtful manner.
- Demonstrated success leveraging technology-enabled solutions to improve business operations and administrative efficiency.
- Highly detail-oriented with strong time management skills and the ability to instill discipline and accountability in others.
- Verifiable success leading best-in-class food and beverage operations, including staff development, creativity, innovation, and service standards.
- Naturally visible and approachable presence with both members and staff.
- Strong computer proficiency, including Microsoft Office applications and Jonas Club software.
- Proven ability to function as the administrative and operational link between departments.
- Solid experience in cost controls, financial oversight, budgeting, forecasting, and communicating financial strategy.
- Experience developing and executing strategic and annual business plans, balancing hospitality excellence with financial efficiency.
- Demonstrated leadership of long-tenured department heads and teams, with a collaborative and respectful approach.
- Proven track record of recruiting, mentoring, and developing high-performing teams while supporting internal career progression.
- Commitment to ongoing professional development and awareness of industry trends, benchmarks, and best practices, supported by a strong professional network.

- Experience working effectively within a member-owned, committee-driven organization, with the ability to build consensus and manage change diplomatically.
- Appreciation for golf and club traditions, along with experience delivering exceptional member and guest experiences; capital improvement experience is a plus.

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 essential functions.

## **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.

## **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.

## **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 **William Duthe, General Manager**. Clearly articulate your alignment with this role, why you want to be considered for this position at this stage of your career, and why Round Hill Club and the Greenwich, CT 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 March 3, 2026. Candidate selections will occur mid-March, with the first Interviews expected at the end of March 2026 and the second interviews a short time later. The successful candidate should assume his/her role no later than May 1, 2026.**

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

“Last Name, First Name - Resume” &

“Last Name, First Name - Cover Letter – Round Hill Club”

(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)

### **Lead Search Executive:**

Michael G. Smith, CCM, CCE, ECM

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