

## **ASSISTANT GENERAL MANAGER PROFILE:**

### **WIANNO CLUB OSTERVILLE, MA**

#### **THE ASSISTANT GENERAL MANAGER OPPORTUNITY AT WIANNO CLUB**

The Assistant General Manager role at Wianno Club (WC) is a fabulous opportunity for a driven professional who wishes to lead a premier club rich in tradition located in the oceanfront village of Osterville, Massachusetts.

The new AGM will be instrumental in ensuring the achievement of goals for both the food & beverage department and overall club operations through proactive leadership and comprehensive management and attention to detail. Combining these attributes with an intuitive approach is essential for the AGM's success.

Working under the guidance of the Club's General Manager, the AGM will focus primarily on enhancing the overall member and guest experience. This role demands excellent listening skills, the ability to build effective teams, and strong leadership across all departments. Equally vital is the AGM's capacity to be visible, engage actively with members and staff, and participate meaningfully in club committees. Success in this area is rooted in communication, approachability, and accessibility.

This position offers a unique opportunity to prepare for a future role as a General Manager and represents a significant career advancement.

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

#### **ABOUT WIANNO CLUB**

The Wianno Club (WC) is steeped in refined tradition and has provided generations of families with a diverse range of programs. Perched on a bluff overlooking Nantucket Sound, The Wianno Club has provided the perfect setting for all manner of gatherings for over one hundred years. Families have chosen this singular and charming place to meet in celebration of anniversaries, family reunions, and annual vacations, thereby creating treasured lifelong memories. In addition to Cape Cod and New England residents, the membership reaches nationwide. A popular site for weddings, it is not uncommon for the Club to host the reception of a bride or groom whose parents' and grandparents' receptions were also held there.

The Wianno Club is a private seasonal club located on 156 acres in Osterville, Massachusetts. Since 1916, the Club has been dedicated to providing its members and their families with a wide range of social and athletic activities. The Club features a quintessential "Shingle Style" New England clubhouse, listed on the National Register of Historic Places, and an 18-hole Donald Ross golf course.

The 50,634 square foot Main Clubhouse includes the Main Dining Room, Ballroom, Sea View Dining area, and lounge. Other dining options at the Wianno Club are the Wicker Room/Terrace Room, Library, Golf House Restaurant, and Beach Snack Bar.

Additional amenities include a private ocean beach, private lake beach, golf shop, tennis pro shop, men's and women's locker rooms, popular youth camps, Junior programs, and fitness programs. The club also has 43 room member/guest accommodations (some in the clubhouse and others in adjacent cottages) and seasonal staff accommodations.

#### **WIANNO CLUB BY THE NUMBERS**

- 641 total members (471 Regular and 170 Non-Resident)
- \$140,000 Initiation fee
- \$13,300 Annual dues for a full member

- \$1000 annual food minimum charge
- \$2000 annual capital charge
- Approximately \$14M Gross revenues from all sources
- Approximately \$6.1M Dues volume
- Approximately \$4.5M F & B volume
- Gross annual payroll (labor only) approximately \$6.6M
- Approximately 14,000 annual rounds of golf
- 46 Guest rooms
- 96 beds for Staff housing
- 9 Har Tru Tennis Courts, 2 Paddle Tennis Courts
- Approximately 240 Employees (FTE) in-season; 22 (FTE) off-season
- 17 Board Members
- Average age of members is 61
- The Club is organized as a 501(c)(7), not for profit organization

**WIANNO CLUB WEB SITE:** [www.wiannoclub.com](http://www.wiannoclub.com)

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

The Assistant General Manager (AGM) plays a key leadership role in the Club's daily operations, ensuring the highest standards of service, hospitality, and operational excellence are consistently delivered. This role is a key member of the Club's leadership team and works closely with department heads to coordinate operations, support strategic initiatives, and enhance the overall member and guest experience. Reporting to the General Manager, the Assistant General Manager provides leadership and operational oversight across several core areas of the Club. The position directly supervises the Food & Beverage Director, Director of Lodging, Director of Events, and Junior Activities Manager, working collaboratively with these leaders to ensure consistent service delivery and strong coordination across dining operations, lodging services, club events, and junior programming. The Assistant General Manager helps implement operational strategies designed to strengthen member engagement, enhance utilization of club amenities, and support the Club's financial and operational goals. This includes supporting dining and banquet operations, overseeing event programming and group bookings, collaborating on lodging performance initiatives, and ensuring that club facilities maintain exceptional standards of presentation, cleanliness, and maintenance. A highly visible and engaged leadership presence is essential in this role. The Assistant General Manager regularly interacts with members and guests, monitors service delivery throughout the Club, and works closely with staff to ensure a consistently exceptional club experience. The position also works with assigned Board committees and supports the General Manager in advancing key operational initiatives. This role offers an outstanding opportunity for a driven hospitality professional to further develop leadership skills while gaining broad operational experience in preparation for a future General Manager role.

### **CANDIDATE QUALIFICATIONS**

- Is a passionate leader with strong credentials and work ethic, a proven track record of providing a high level of hospitality services.
- Has a personality that is commensurately appropriate for WC culture and will invest in staff and member relationships in a genuine and meaningful way.
- Is a proven leader who can manage their time and establish and manage priorities.
- Has a verifiable track record of successfully leading and growing a dynamic program and departmental operation including building revenues, controlling costs, and meeting or exceeding planned and budgeted bottom-line goals and objectives.
- Believes relationships are of great importance and is successful at finding solutions for all sides.
- Is a person who can motivate, develop, and share credit with their staff.
- Has a positive attitude; is professional in nature with a high degree of integrity; has a strong work ethic, and can handle a fast-paced, high-energy environment among membership and staff.
- Has an intuitive style resulting in a sincere and visibly engaged presence with members, guests, and staff, be truly engaging when interacting with people.

- A professional career track record in related fields; stability, and experience in high-volume, highly respected clubs, resorts, or hotels.
- Sufficient financial acumen and demonstrates the ability to lead in the budgeting process.
- Strong verbal and written communication skills. Comfortable speaking in front of a wide variety of groups including staff and board committees.
- Polished communication skills among Members and guests and visibility among Members and guests.

#### **SKILLS AND COMPETENCIES**

- A Team Builder. A person who embodies the persona of ultimate coach and motivator, bringing out the best in others by setting clear goals and expectations, providing consistent feedback and support, and treating others with respect and professionalism.
- A confident, diplomatic, respectful, and competent professional who is a doer and take-charge person and who recognizes the importance of accountability. A creative problem solver who commands respect through professional interactions and integrity.
- Passion for the role, with a positive, thoughtful demeanor conducive to a fun, personalized member, and staff centric environment.
- A strong “bottom up” leader who recognizes and has verifiable demonstrations of his/her development of the team. Encouraging of personal growth to both personally and professionally benefit WC.
- A person who can say “no” when appropriate, without alienating members or staff when doing so.
- Possess strong organizational skills and an obsession with details necessary to achieve high levels of quality, satisfaction, and outstanding member experiences, and high levels of staff satisfaction and member engagement.
- A charismatic individual with a sense of humor and style that is commensurate with the culture and expectations of a friendly, fun, and supportive membership and team of associates.
- Someone who instinctively enjoys leading and working in a “friendly, not fancy” club environment; WC is the antithesis of a traditional, stodgy, or stuffy club and is not looking to change that comfortable, camaraderie-based style it is known for.

#### **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: \$160,000 - \$175,000.

#### **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. Mark Krebs, 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 WC and the Osterville 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, May 1, 2026. Candidate selections will occur mid-May, with the first Interviews expected in the at the end of May. Second interviews a short time later. The successful candidate should assume his/her role in mid-July.**

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

“Last Name, First Name Resume” &

“Last Name, First Name Cover Letter - WC”

(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 Zak Kuebler: [zak@kkandw.com](mailto:zak@kkandw.com)

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