

KOPPLIN KUEBLER & WALLACE

THE MOST TRUSTED NAME IN EXECUTIVE SEARCH AND CONSULTING

ASSISTANT GENERAL MANAGER PROFILE: WHIPPOORWILL CLUB ARMONK, NY

ASSISTANT GENERAL MANAGER OPPORTUNITY AT WHIPPOORWILL CLUB

Whippoorwill Club seeks an accomplished and highly engaged Assistant General Manager to serve as a visible, trusted operating partner to the General Manager, leadership team, and membership. This is an exceptional opportunity to assume broad leadership responsibility within a high-touch, family-oriented private club while strengthening daily execution, developing managers and frontline staff, and elevating the overall member experience. The successful candidate will be an instinctive presence throughout the Club, accessible to members, engaged with employees, attentive to detail, and willing to step in wherever needed. The scope of the position extends well beyond traditional clubhouse and dining leadership. Experience with facilities and building infrastructure, capital projects, project management, financial management, budgeting, and operational accountability will further position the successful candidate to make a meaningful impact.

The ideal Assistant General Manager will be a positive, polished, approachable, and highly motivated hospitality professional who combines strong operational instincts with sound judgment and a genuine commitment to service excellence. A proactive self-starter with a strong work ethic and sense of urgency, this individual should communicate effectively, anticipate needs, solve problems calmly and thoughtfully, and consistently follow through on commitments.

Equally important will be the ability to build meaningful relationships with members and employees, earn trust and respect, and embrace Whippoorwill's close-knit culture. The AGM should complement the General Manager by independently taking ownership of key operational responsibilities, helping close gaps across departments, developing and holding the team accountable, and bringing greater consistency and discipline to the Club's day-to-day operation.

While private club experience is helpful, other hospitality experiences will be considered, demonstrating an understanding of the relationships among membership expectations, committees, the Board, management, and departmental operations. Whippoorwill offers an excellent opportunity for an ambitious hospitality professional to broaden their executive leadership experience, contribute to the Club's continued evolution, and develop into a well-rounded senior club executive.

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

ABOUT WHIPPOORWILL CLUB

Whippoorwill Club is an intimate, member-owned, family-focused private country club in Armonk, New York, set on 170 acres of scenic Westchester County land. Founded in 1928, the Club is defined by its exceptional 18-hole golf course, begun by Donald Ross and completed by Charles H. Banks. Widely regarded as one of the Northeast's finest classic courses, it remains the centerpiece of a Club whose character is both deeply traditional and distinctly personal.

The Club offers a full complement of amenities and programming, including golf, a practice range and short-game area, tennis, pickleball, winter paddle tennis, swimming, junior activities, and a busy social calendar. The clubhouse provides formal and casual dining, bar and grill experiences, and outdoor patio dining, while the newly reconstructed pool complex serves as a central summer gathering place for members and their families. Whippoorwill has long balanced stewardship of its heritage with thoughtful reinvestment in its facilities and member experience. Recent member feedback has provided clear direction for the Club's continued evolution, particularly around dining quality, kitchen improvements, staff housing, member locker rooms, and racquets facilities.

WHIPPOORWILL CLUB BY THE NUMBERS

- Approximately 460 Members
- \$110,000 Initiation Fee
- \$24,815 Annual Dues

- Approximately \$12.0 Million in Gross Volume
- Approximately 20,000 Rounds of Golf Annually
- Approximately \$2.4 Million in Food and Beverage Revenue
- Food and Beverage revenues are 74% à la carte and 26% banquet/catering generated
- Organized as a 501(c)(7) not-for-profit corporation
- Average Member age: 55

WHIPPOORWILL CLUB WEBSITE: www.whippoorwillclub.org

ASSISTANT GENERAL MANAGER – POSITION OVERVIEW

Reporting to, and partnering with, the General Manager, the Assistant General Manager provides hands-on leadership of Whippoorwill's operations. Working with the General Manager, the Assistant General Manager will focus on both operational and strategic projects and experiences, including the food and beverage experience, the campus infrastructure, ongoing capital projects, and the member experience overall..

The AGM partners closely with all department leaders on operational planning, staffing, training, service recovery and events. The role monitors labor, purchasing, inventories, and departmental performance; supports the preparation and management of operating budgets; and coordinates clubhouse activity with golf, racquets, pool, and other Club programs. Acting as manager on duty when appropriate, the AGM maintains an active presence throughout the Club and keeps the General Manager informed of operational priorities, member feedback, and emerging concerns.

INITIAL PRIORITIES OF THE NEW ASSISTANT GENERAL MANAGER

- Build credibility and establish strong working relationships with the General Manager, members, department leaders, employees, and key committees through a visible, approachable, and attentive leadership style. Take the time to understand Whippoorwill's culture, traditions, service expectations, operating rhythms, and departmental relationships before implementing significant change.
- Evaluate staffing levels, scheduling practices, onboarding, training programs, and supervisory effectiveness. Strengthen coaching, service training, performance management, and accountability while creating an environment that supports employee engagement, development, and teamwork.
- Review departmental financial performance, labor deployment, purchasing practices, inventory controls, and reporting processes. Partner with the General Manager, Controller, and department leaders to identify opportunities to improve operating efficiencies, strengthen cost controls, and enhance overall financial performance.
- Establish a consistent communication and planning cadence among Food & Beverage, culinary, golf, racquets, pool, events, facilities, and other departments to strengthen coordination, anticipate operational needs, reduce service gaps, and create a more seamless member experience.
- Assume increasing ownership of day-to-day operational matters, member concerns, facilities needs, projects, and cross-departmental coordination. Become a trusted second-in-command who can independently address issues and reduce the General Manager's involvement in routine operational matters.
- Develop strong relationships with department heads and employees while establishing clear expectations for communication, follow-through, accountability, and service excellence. Serve as a resource and coach to managers, helping them strengthen their leadership capabilities and improve departmental performance.
- Deliver noticeable improvement in the consistency and organization of the Club's daily operation during the first year. Members and employees should experience stronger communication, greater accountability, quicker resolution of issues, improved attention to detail, and fewer operational matters falling through the cracks.
- Create greater capacity for the General Manager to focus on strategic priorities, financial planning, capital needs, talent development, governance, and Whippoorwill's long-term direction by providing dependable leadership and ownership of daily execution.
- Ensure that members see and experience tangible benefits from the Club's continued investment in its operation. Success should ultimately be reflected in improved service, facilities, operational consistency, and a more refined, high-touch member experience throughout Whippoorwill Club.

CANDIDATE QUALIFICATIONS

- Progressive leadership experience in a highly regarded private club, resort, hotel, or comparable hospitality environment, preferably in an Assistant General Manager, Clubhouse Manager, or senior food and beverage leadership role.
- Proven ability to establish and sustain exacting standards for hospitality.
- A visible, approachable, and emotionally intelligent leadership style that builds trust with members, guests, staff, and club leadership.
- A verifiable record of recruiting, training, coaching, evaluating, and retaining high-performing front-of-house teams, supervisors, and managers.
- Strong financial and operational acumen, including budgeting, forecasting, labor management, purchasing, inventory controls, payroll oversight, and performance reporting.
- Demonstrated success leading multi-venue food and beverage operations, including à la carte dining, private events, catering, and seasonal dining environments.
- Experience partnering effectively with culinary leadership on menu development, event execution, product quality, and food and beverage financial performance.
- Strong organizational, communication, and follow-through skills; able to coordinate multiple departments, manage competing priorities, and maintain consistent execution.
- A hands-on, detail-oriented management style with the judgment and composure to address member concerns, operational issues, and staff matters promptly and professionally.

EDUCATIONAL AND CERTIFICATION QUALIFICATIONS

- A bachelor's degree is preferred with a focus on Hospitality Management.
- In lieu of the degree, substantial private club or hospitality experience will be considered.
- Industry certifications such as CCM or PGA are encouraged but not required.

EMPLOYMENT ELIGIBILITY VERIFICATION

In compliance with federal law, all persons hired will be required to verify identity and eligibility to work in the United States and to complete the required employment eligibility verification form upon hire.

SALARY AND BENEFITS

Salary is open and commensurate with qualifications and experience. The club, along with the typical CMAA and PGA benefits, offers an excellent bonus and benefits package. Salary Range: \$130,000 to \$160,000

INSTRUCTIONS ON HOW TO APPLY

Please upload your resume and cover letter, in that order, using the link below. You should have your documents fully prepared to be attached when prompted for them during the online application process. Please be sure your image is not present on your resume or cover letter; that should be used on your LinkedIn Profile.

Prepare a thoughtful cover letter addressed to **General Manager, Brian Schmid** and clearly articulate why you want to be considered for this position at this stage of your career and why Whippoorwill Club and the Armonk, NY area will be beneficial to 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, October 2, 2026. Candidate selections will occur in mid-October with interviews expected in late October; second interviews will occur in the early November. The new candidate should assume his/her role in December 2026.

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)

If you have any questions, please email Zak Kuebler at zak@kkandw.com

[Click here](#) to upload your resume and cover letter.

Michael G. Smith, CCM, CCE, ECM, Search Executive ▪ **O:** (833) KKW-HIRE, ext. 719 ▪ **M:** (585)794-6150
michael@kkandw.com