



## Candidate Profile

### General Manager/COO

The Quechee Club / Quechee Lakes Landowners Association

Hartford, VT | [www.quecheeclub.com](http://www.quecheeclub.com)



#### Organization

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Quechee Lakes Landowners' Association, Inc. (QLLA) was founded in 1970 to manage the amenities and common land in the community. Today, The Quechee Lakes community includes lot owners, home and condo owners; property ownership automatically confers club ownership. The membership owns and controls all amenities at the Club (QLLA), which is managed by an elected board.

The Quechee Club is located along the Ottauquechee River in the picturesque Quechee Valley. The Village of Quechee is a quaint village filled with beauty and character, located in the western part of the town of Hartford. The village of Woodstock, a historic Vermont community, is a short distance away. Quechee is a four-season destination known for a beautiful spring, breathtaking foliage in the fall, cool summers and an active winter season. The Club and community support all outdoor activities in every season, including golf, skiing, tennis, fishing, hiking and cycling.

The Club is fifteen minutes west of Hanover, NH, the home of Dartmouth College, a member of the Ivy League and considered one of the leading academic institutions in the world. The renowned Dartmouth-Hitchcock Medical Center with the main campus also nearby in Hanover, is an award-winning regional progressive health care system. Winter sports and challenging skiing is within 45 minutes and an easy drive to Killington and Okemo, VT.

The Quechee Club facilities include a well-appointed lodge-style clubhouse that is the core of the Club. The clubhouse encompasses a state-of-the-art boardroom/conference room, beautiful ballroom, main dining room, Davidson's Restaurant (the casual center of the Club) and outdoor casual dining option of Dewey's Deck, overlooking the golf course with breathtaking views of the Ottauquechee River. Murphy's Tavern, located on the shores of Lake Pinneo, offers members a hearty bistro/pub-style experience during the winter season. Other amenities include a full-service fitness center with cardiovascular and circuit training equipment, sauna, massage and locker rooms. The Club recently completed a significant \$5m capital project, which included rebuilding the Aquatic Center. The Aquatic Center hosts an indoor and outdoor resort style pool complex. The golf shop is located at the west end of the clubhouse.

Quechee Club facilities include two championship 18-hole golf courses, the Lakeland (6,671 yards) and the Highland (6,840 yards), both designed by Geoffrey Cornish, a world famous golf course architect. Design elements incorporate the stunning natural beauty of the grounds, which include spring-fed ponds, pastures, rocky ledges and dramatic ravines, into 36 challenging holes. The tennis center features eight Har-Tru and two all-weather courts, along with year-round platform tennis during the day and nighttime hours.

The Quechee Club's ski hill offers well-groomed downhill and cross-country trails. The cross-country trails take advantage of the golf courses as well as a deeply forested area off the complex. A base lodge supports a renowned ski school and ski shop. The base lodge offers members and guests a casual food court-style area open during both ski and golf season.

Summer camp, boating, canoeing, volleyball and picnicking are enjoyed at Lake Pinneo, a 50-acre retreat open from Memorial Day through Labor Day. The Club is committed to the long-term health and sustainability of the property, and has endorsed and funded a capital plan to ensure the Club, grounds and infrastructure remain Vermont's finest four-season community.

#### Position Description

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The General Manager (GM/COO) will demonstrate the executive skills and leadership strength to identify and execute club industry best practices in a four-season club/homeowner setting. The GM/COO will provide the Club visible leadership as he/she will partner with the Board to drive the overall mission of the QLLA. He or she must be a visible and accessible leader to all Club stakeholders, including homeowners, members, staff and the greater Quechee community. A polished collaborative

executive leadership presence is mandatory, allowing the General Manager to engage with many diverse constituencies who enjoy the Club.

The GM/COO will have the necessary management strength to quickly assess and execute the overall agreed Club vision to the senior team, and to lead current Club operations. The Club enjoys a well-seasoned, highly functioning and loyal senior management team who has collectively raised the level of member satisfaction to new heights. The GM/COO's role will be to identify challenges and to develop strategies with the Board and Senior Team to the continued long-term improvement of the overall Club experience and member satisfaction. This includes managing the long-term club strategy, capital plans and projects while leading day to day operations. The Club leadership, which includes the Board and Senior Team, fully endorses the GM/COO concept and expects the new GM/COO to operate effectively and seamlessly in this model.

The ideal candidate is expected to maintain a partnership with the Board and Committee Chairs, and will be expected to provide collaborative leadership when developing new policies or programs. The GM/COO will lead, direct and hold accountable all department managers to mutually-agreed goals consistent with the Club's operating plan and vision. He or she will have proven success in developing "best in class club programming" designed to keep the membership active and engaged. The key role of the GM/COO is to provide cohesive and collaborative leadership to the Board and tenured team, allowing the Board to avoid the short-term focus of the day-to-day operations defined as the team's responsibility.

Specific skills needed for a successful transition include full mastery of club operations, communication, effective club-wide programming, food and beverage management, financial acumen, club marketing to include social and digital media, membership development, committee leadership and HOA/property management.

The GM/COO reports to the President.

**Immediate Direct Reports include:**

Michelle Dougherty, Clubhouse Manager  
Alicia Baker, Marketing Coordinator  
TJ. Antoine, Head Golf Professional  
Deborah Tucker, Controller  
Gina Beaty, Real Estate Coordinator  
Ken Lallier, Property Manager

Total Club Volume:	\$10m
Food and Beverage Volume:	\$2.5m
Total Dues Volume:	\$6.9m
Total # club memberships:	1,380
Total # club employees (seasonal):	150 (approx.)
Total # club employees (year round):	50 (approx.)

**Responsibilities**

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The General Manager/COO will provide leadership to the management team while maintaining and improving the standard of service excellence. The successful candidate will:

- Possess a working knowledge of all facets of Platinum Club and Distinguished Private Club operations, with a strong emphasis on food and beverage services, athletic, fitness, tennis, golf, winter sports, aquatic programming, membership growth, staff mentoring and the ability to drive member utilization through program development.
- Demonstrate a reputation as an active and visible club leader; exhibit a polished image with superior communication skills. Represent the Club in the surrounding Quechee community in a positive light.
- Collaborate with the membership, the Real Estate Administrator, Marketing Manager and other team members in the retention and recruitment of members, along with the development, implementation and monitoring of the real estate rental program.
- Develop a long-term beneficial formalized relationship with the Club Developer to ensure the interests of the Club are protected regarding future investment and development.

- Train, mentor and develop key staff to form an efficient and cohesive team. Team building and the professional development of staff is a critical function of this position.
- Be responsible and accountable for the financial guidance, reporting and performance of all club operations by acceptable accounting procedures. Such duties will involve the formulation of the organization’s annual operating and capital budgets to be coordinated with the Finance Committee and Department Heads.
- Oversee all planning and projects as outlined in the strategic and capital plan.
- Develop/evaluate, manage and administer all HR policies to include compensation and benefits, and timely reviews of the staff, which must be applied consistently to club policy and fall within the guidelines mandated by the annual budget.
- Other duties as requested by the President.

## Requirements

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- A hospitality or related degree is required.
- Candidates will have a working knowledge of all facets of “Platinum Level” Club operations with strong emphasis on:
  - Club staff development, which will build upon the existing service culture.
  - A strong understanding of athletic, fitness, tennis, golf, winter sport, aquatic and social programming.
  - Food and beverage management, with the ability to embrace new culinary trends in the club and a “Vermont Fresh and Local” dining environment.
  - Program development resulting in improved membership engagement, membership recruitment and retention.
  - Financial management with best practices development.
  - HOA and Community Association Management
  - Vision and strategic planning.
- A Hospitality, Business Management, or related degree is preferred.
- The CCM designation is preferred, or evidence of working towards this goal.
- A clear and steady path of career advancement, including five years as the General Manager of a full-service, full-amenity club with a real estate component, or as the General Manager of a high-end resort with similar volume and four-five star amenities. The Club prefers candidates with ties to the East and/or destination resort areas.
- Impeccable and verifiable references, including past employers and mentors. All candidates will be subject to a thorough background review and testing.

## Compensation and Benefits

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The Club offers an attractive and competitive compensation and benefits package, including:

- A competitive base salary and annual performance bonus.
- Individual health insurance.
- Limited Club privileges.
- Relocation assistance.

Professionals who meet or exceed the established criteria are encouraged to contact:  
GSI Executive Search, Inc.

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