



GENERAL MANAGER **Wampanoag Country Club** **West Hartford, CT**

ABOUT WAMPANOAG COUNTRY CLUB

Wampanoag Country Club offers an exceptional setting for relaxation and camaraderie, providing a world-class experience for its members and their families. The club boasts a newly renovated, award-winning Donald Ross Design golf course (2023), a brand-new state-of-the-art clubhouse (2025), and scenic patios with views of West Hartford's sunsets. Beyond golf, amenities include platform tennis, a pool, and various dining options, all designed to cater to diverse interests and enhance the community's lifestyle.

Established in the early 1920s, the club's property was acquired in April 1924, and the golf course, designed by Donald Ross, began construction shortly after. The engineering of the course was considered ahead of its time, featuring moderate terrain and self-draining bunkers. A farmhouse on North Main Street served as the first clubhouse. In 1928, the golf course was completed, with a significant investment of over half a million dollars.

A new era for the club began in 1954 with the construction of a new clubhouse, which opened in January 1955, featuring ranch-style architecture and new additions like a swimming pool and locker room. Through the years, Wampanoag Country Club has maintained its commitment to providing a welcoming atmosphere and a rich array of facilities for its members.

Over the past year, the membership has rallied around the club as the new clubhouse was constructed. During this time, we have seen some of the highest levels of engagement and membership while the entire club was operating out of temporary structures. The successful opening of the new 33,000 sqft club house in November of 2025 brings an opportunity for a new General Manager to deliver on service standards.

THE GENERAL MANAGER OPPORTUNITY AT WAMPANOAG COUNTRY CLUB

Wampanoag Country Club (WCC) seeks a dynamic and skilled professional to serve as its next General Manager (GM). The ideal candidate will bring a positive, enthusiastic approach to the club's management responsibilities. This role offers the opportunity to lead one of Connecticut's premier clubs, to open a brand new 33,000 sqft clubhouse alongside a dedicated team of professionals while serving a family-oriented membership.

Less than two years after a devastating fire that burned down Wampanoag's clubhouse, the club opened a brand-new state-of-the-art facility. The opportunity for a new General Manager to step into this new Facility brings with it the ability to work with the existing staff to deliver enhanced service standards and new policies and procedures focused on delivering world class experience for members and guests to match the new facilities.

POSITION OVERVIEW

Title: General Manager
Reports to: Club President and Board of Directors
Supervises: Assist General Manager, Head Golf Professional, Golf Course Superintendent, Controller/CFO and Executive Chef/F&B Director

WAMPANOAG COUNTRY CLUB BY THE NUMBERS

Membership:

- Initiation Fee: \$24,500
- Dues: \$12,996 Annually (includes monthly capital fund)
- 403 Members
 - 320 Golfing Members
 - 75 Social Members
 - 18 Others
- Average Age of Membership: 52

Course:

- 18-Hole Championship Golf Course - Renovated in 2023
- Grounds Budget of \$1.5M
- Poa/Bent Grass Greens, Poa/Bent Grass Fairways, and Kentucky Bluegrass Roughs, Turf Type Fescues

Play & Golf Operations:

- 25,000+ Rounds Annually
- Merchandise Sales: \$500,000
- Total Golf Revenue: \$1.4M
- Cart Fleet: LEASE 20 gas, 50 electric
- Guest Fee: \$150
- Caddie Program: No
- Approximately 10 Member Tournaments and 16 outside events

Food & Beverage:

- Annual Food & Beverage Revenue: \$2.1M (No Clubhouse in 2026)
- Dining Outlets: (GCSB)-Golf Course Snack Bar, (Cabana)-Pool, Patio/Dining Room/ Main Bar, Member Bar/Terrace

Financial:

- Total Annual Revenue: \$6.5M
- Debt: \$8M

Pool & Racquets:

- Aquatics: YES
- Paddle Tennis Courts: YES
- Tennis & Pickleball: NO

Employees:

- Employees: 120 In-Season (15 full-time year-round), with 5 department heads
- Point of Sale: Jonas
- Club Website: [Wampanoag Country Club Website](#)

KEY RESPONSIBILITIES

- **Lead with Vision and Professionalism:** Sets the tone for the club's culture by leading with maturity, emotional intelligence, and accountability. Serves as the primary point of contact for members, staff, and the Board of Directors, fostering a collaborative and professional environment.
- **Enhance Member Experience:** Prioritizes and elevates the member experience across all club amenities, including golf, dining, and social events. Ensure consistent and first-class experience by defining and reinforcing clear customer service standards.
- **Drive Financial and Operational Excellence:** Oversees all financial controls, including budgeting and capital planning, to ensure the club's long-term fiscal health. Improves operational efficiency, strengthens organizational structure, and ensures day-to-day operations are reliable and consistent.
- **Mentor and Empower Staff:** Recruits, hires, and develops a high-performing team of department heads and staff. Provides strong mentorship, empowering the team to take ownership and execute their roles with independence and expertise. Initiates and manages staff development and training programs to elevate the member service experience.
- **Food & Beverage Operations:** Leads the enhancement of food and beverage service, ensuring consistent quality and innovation. This includes hiring strong leadership and elevating service standards to meet the expectations of the membership.
- **Cultivate Membership Growth:** Develops and implements strategies to attract new members, especially younger families, while retaining the existing membership base. Fosters an inclusive environment that reinforces Wampanoag's strong sense of community.
- **Manage Capital Projects:** Oversees upcoming capital projects, including facilities upgrades, with a focus on disciplined planning and transparent communication to ensure projects are delivered on time and within budget.

DESIRED SKILLS & QUALIFICATIONS

- **Emerging or Proven Leadership:** You have experience leading teams and are comfortable managing day-to-day operations. Whether you are a seasoned pro or a rising leader, you know how to motivate people and keep a team moving toward a common goal.
- **People-First Communication:** You are a "people person" at heart. You possess the empathy and clarity needed to build genuine relationships with members, collaborate with staff, and maintain transparent communication with the Board.
- **Financial Literacy:** You understand the fundamentals of a P&L statement. You are comfortable with budget oversight and understand the importance of fiscal discipline in keeping an organization healthy.
- **Active Presence & Visibility:** You aren't someone who wants to sit behind a desk all day. You enjoy being "on the floor," engaging with members, and being a visible, supportive resource for every department.
- **Operational Mindset:** You have a knack for seeing how things work and finding ways to make them better. You're organized, detail-oriented, and committed to creating a consistent, high-quality experience for everyone on-site.
- **Hospitality or F&B Foundation:** While we don't expect you to be a golf expert, a solid understanding of Food & Beverage operations is a huge plus. We are looking for someone who can help us elevate our dining and social atmosphere.

FIRST-YEAR EXPECTATIONS

Within the first year, the General Manager will be expected to achieve several key successes:

- **Earn Trust & Respect:** Earns the trust of members and staff by being visible, approachable, and fair in decision-making.
- **Operational & Financial Clarity:** Strengthens financial processes and improve operational efficiency to ensure the club runs more smoothly.
- **Staff Development & Retention:** Builds a strong and motivated team by focusing on staff development, training, and retention.
- **Enhance Service:** Implements clear standards for food and beverage service, customer service, and programming.
- **Increase Member Engagement:** Fosters a more inclusive environment that enhances member satisfaction and engagement.

CANDIDATE QUALIFICATIONS & REQUIREMENTS

- A minimum of 3 to 5 years of progressive leadership/management experience in an active club or similar hospitality environment is desired.
- A bachelor's degree in hospitality and/or business management. In lieu of a degree, substantial club or hospitality experience will be considered.
- Additional certifications, or a desire to continue professional growth, such as CCE, CCM, CMC certifications, or PGA Specialized, Certified, or Master Professionals in Executive Management are looked positively on.
- A leader who brings out the best among those around him/her by setting clear goals and expectations and providing timely and appropriate feedback.
- Strong team building skills with exposure and experience in recruiting, training, guiding, developing, and maintaining staff.
- Demonstrated success in managing the finances of the overall operations, including capital project management, to remain within budget while also ensuring overall high levels of satisfaction in terms of service.

COMPENSATION AND BENEFITS

The club will provide competitive compensation.

This includes, but is not limited to:

- Competitive base salary
- Performance bonus based on personal and club metrics
- Full benefits package (medical, dental, vision, and life insurance)
- 401k plan with Club match
- Paid time off
- Golf Privileges
- Cell Phone Allowance
- Education Reimbursement

APPLICATION INSTRUCTIONS

- Resume deadline is August 30, 2026. Candidates are encouraged to apply as soon as possible as outreach will be conducted on an individual basis as information is submitted.
- Interested candidates should have their cover letter addressed to Paula Fahy Ostop, Club President and Patrick J. McHale, Search Committee Chair, and forward resume, references, and any supporting documents by email to Mark Aulerich at marka@wampanoagcc.com
- We ask that there are no calls or in person introductions during this time with respect to our search.