

CANDIDATE PROFILE

General Manager / COO
Lehigh Country Club
Allentown, PA

www.lehighcc.com



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The Organization

Founded in 1910, Lehigh Country Club is widely recognized as one of the premier private clubs in eastern Pennsylvania and throughout the Lehigh Valley region. With a longstanding reputation for excellence, strong member engagement and a welcoming, family-oriented culture, the Club has consistently positioned itself among the finest private clubs in the country. Lehigh has earned BoardRoom Magazine's Distinguished Club designation since 2017, an honor achieved by only a select percentage of private clubs worldwide.

Situated on approximately 230 scenic acres along the Little Lehigh Creek, the Club features a nationally recognized William Flynn-designed championship golf course that is widely regarded as one of the premier classic layouts in the region. The golf operation includes more than 3.5 acres of expansive practice facilities, putting greens, a driving range, a golf simulator and an active membership that generates approximately 24,000 rounds annually. The Club's commitment to golf excellence is complemented by a highly active and engaged membership culture that values both tradition and camaraderie.

Beyond golf, Lehigh offers a comprehensive year-round racquets program featuring six Har-Tru tennis courts, two hard courts, three paddle/platform tennis courts and four dedicated pickleball courts, all supported by a vibrant and highly social racquets community. The Club also features an impressive aquatics complex anchored by multiple swimming pools, including a competition dive well, family pool areas and children's amenities designed to create an exceptional summer experience for members of all ages.

The elegant clubhouse serves as the social centerpiece of the Club and offers a variety of dining venues and gathering spaces, including the Flynn Grille, Flynn Bar, Mixed Grill, Main Dining Room, Four Seasons Room, Great Hall, outdoor terrace dining and multiple private event spaces. Lehigh's culinary program and year-round social calendar continue to play a significant role in delivering an exceptional overall membership experience while fostering a strong sense of community throughout the Club.

Adding to the excitement surrounding the Club, Lehigh Country Club is preparing to host the inaugural Jefferson Lehigh Valley Classic presented by Sodexo, a PGA TOUR Champions event that will be held at the Club over the next five years beginning in the fall of 2026. The tournament will feature a field of 78 PGA TOUR Champions players, including legends of the game such as Ernie Els, Padraig Harrington, John Daly and many others, bringing significant national visibility and attention to both the Club and the Lehigh Valley region.

The event further reinforces Lehigh's standing as one of the premier private clubs in the Mid-Atlantic and represents an exceptional opportunity for a talented and accomplished club executive to join a highly respected organization during an exciting and important period in its history.

LEHIGH COUNTRY CLUB DETAILS:

- Approximate Gross Dollar Volume: \$11 Million
- Approximate Dues Volume: \$4.1 Million
- Approximate Food & Beverage Volume: \$3.6 Million
- Membership: Approximately 560 Members
- Average Member Age: 58–62
- Initiation Fee: \$20,000
- Annual Dues & Fees: Approximately \$13,700
- Board of Governors: 13 Members
- Standing Committees: 13
- Direct Reports to the GM/COO: 8

Direct reports to the General Manager/COO include the Director of Clubhouse Operations, Controller, Human Resources Manager, Director of Food & Beverage, Executive Chef, Director of Golf, Director of Racquets and Director of Grounds.

The Club currently maintains 13 standing committees, including Golf, Grounds, Paddle, House, Entertainment, Swimming Pool, Finance, Executive, Racquets, Membership, Women's Golf, Junior Golf and Pickleball.

Position Overview

The General Manager/COO (GM/COO) of Lehigh Country Club will be a highly visible, approachable and engaged leader who fosters strong and genuine relationships with both members and staff. The GM/COO will oversee all aspects of Club operations with a clear focus on delivering an exceptional, highly personalized member experience while aligning daily operations with the strategic vision established by the Board of Governors and its committees.

Serving as a trusted advisor and partner to the Board, the GM/COO will provide thoughtful leadership, sound operational insight and well-informed recommendations that support both the Club's immediate priorities and long-term success. The successful candidate will possess a strong understanding of private club industry trends, maintain the highest standards of excellence throughout the operation and ensure the Board remains appropriately focused on governance and strategic leadership through effective day-to-day management of the Club.

Reporting directly to the President and working closely with committee chairs and department leaders, the GM/COO will have full responsibility for all Club operations, including staffing, amenities, programming, financial performance and member services across all areas of the Club. The

GM/COO will work collaboratively with engaged committees while fostering a culture centered around accountability, operational consistency, continuous improvement and exceptional hospitality.

This opportunity requires a leader with executive presence, professionalism, discretion and a sincere passion for hospitality and service. The GM/COO must lead by example, setting the tone for a warm, welcoming and highly member-centric culture throughout the organization. An appreciation for Lehigh Country Club's rich history, traditions and longstanding role within the Lehigh Valley community is essential, along with the ability to thoughtfully balance tradition with the evolving expectations of a modern private club membership.

Responsibilities

- Provide visible, approachable and effective leadership that reinforces a premier, member-first service culture while positively representing the LCC to its membership, guests and the broader community.
- Partner closely with the Board of Governors, Executive Committee and committee chairs, keeping them informed of significant matters and offering thoughtful, data-driven recommendations that support sound governance and strategic decision-making.
- Lead, develop and support the Club's management team and staff, fostering strong working relationships, accountability and a culture of professionalism, hospitality and mutual respect.
- Oversee all day-to-day operations of the Club, ensuring seamless coordination across departments, amenities, programs and events to deliver a consistently high-quality member experience.
- Support the Club's ongoing membership recruitment, retention, and engagement efforts by fostering a welcoming culture, enhancing the overall member experience, and assisting in the development and execution of initiatives that promote membership growth and long-term satisfaction.
- Establish, implement and uphold operating standards, service protocols and policies that emphasize attention to detail, consistency and excellence in every aspect of Club operations.
- Direct all staffing and human resource functions, including recruitment, compensation, performance management, scheduling and disciplinary matters, in coordination with the Executive Committee and in accordance with Club policies.
- Collaborate with department heads and committees to develop, manage and monitor the annual operating, capital and dues budgets, as well as program- and event-level budgets, demonstrating strong financial acumen and a clear understanding of the Club's financial position.
- Maintain effective management information systems and ensure timely, accurate reporting of operational and financial performance metrics to the Board and appropriate committees.
- Negotiate and manage vendor relationships and contracts, seeking competitive bids when appropriate and making recommendations to the Board for approval on major expenditures and initiatives.
- Encourage innovation and entrepreneurial thinking that enhances member enjoyment, supports tradition and identifies responsible opportunities for revenue growth and increased utilization of Club facilities.
- Leverage Club management systems, website platforms and appropriate digital communication tools to support internal operations, enhance member communication and reinforce the Club's brand and culture.

Attributes

- Highly visible and fully engaged with members and their families, serving as an ambassador for the Club while actively seeking feedback to continually enhance the facilities, services and overall membership experience.
- A collaborative and empowering leader who works seamlessly across all departments, fostering strong communication, alignment and a shared commitment to operational excellence throughout the organization.
- Demonstrates exceptional judgment and decision-making abilities, thoughtfully assessing situations from multiple perspectives while acting with professionalism, integrity and confidence.
- Goal-oriented, adaptable, and resilient, with the ability to establish priorities, navigate change effectively and consistently deliver high-level results in a fast-paced private club environment.
- Cultivates a positive, professional and inclusive workplace culture that promotes accountability, teamwork, staff development and long-term employee engagement.
- An articulate, polished, and highly effective communicator with outstanding interpersonal, written and verbal communication skills, capable of engaging confidently with members, guests, staff and Club leadership.
- Service-driven and highly responsive, with exceptional follow-through and a natural ability to anticipate member needs while handling sensitive matters with discretion, professionalism and care.
- Forward-thinking and innovative, continually identifying opportunities to elevate the membership experience while thoughtfully balancing the Club's traditions with its future vision and strategic priorities.
- Brings warmth, approachability and an appropriate sense of humor to the leadership role, contributing to a welcoming, engaging and highly member-centric club culture.

Requirements

- Bachelor's degree in Hospitality Management, Business Administration or a related field preferred; however, significant and progressive leadership experience within the private club or hospitality industry may be considered in lieu of formal education.
- A minimum of 5–7 years of successful senior leadership experience as a General Manager, Chief Operating Officer, or comparable executive role within a member-owned private club or similar high-end hospitality environment.
- Certified Club Manager (CCM) designation strongly preferred. Certified Chief Executive (CCE) designation, or demonstrated progress toward obtaining the certification, is considered a plus.
- Demonstrated financial acumen with substantial experience overseeing operating and capital budgets, financial reporting, forecasting, long-range planning and overall fiscal management.
- Broad operational expertise across all key areas of club operations, including food and beverage, banquet and catering operations, member events, recreational programming and overall member services.
- Proven leadership, communication and interpersonal skills, with the ability to build trust, foster collaboration and effectively engage with members, staff, committees and volunteer leadership.
- Strong organizational, administrative and execution skills, including experience implementing operational standards, performance metrics and continuous improvement initiatives throughout the organization.
- Experience hosting, preparing for, or supporting a national USGA or PGA championship is highly desirable, though not required.
- Comprehensive understanding of private club operations, governance structures, industry

trends and current best practices within the club management profession.

- A professional career track record demonstrating stability, continued advancement and meaningful accomplishments within the private club or hospitality industry.
- High personal integrity, professionalism and character, combined with an energetic, approachable leadership style and a sincere commitment to the club management profession.
- Proficiency with standard business and communication platforms, including Microsoft Word, Excel, Outlook and PowerPoint, along with comfort utilizing evolving technologies and AI-driven tools. Experience with Jonas Club Management Software is preferred, but not required.
- Ability to provide outstanding professional references. Final candidates will be subject to a comprehensive background investigation and reference review process.

Competitive Compensation

- The Club will offer a highly competitive compensation package, including base salary, performance-based incentive compensation and a comprehensive benefits program commensurate with experience and qualifications.
- Comprehensive medical, dental, vision and life insurance coverage.
- Short-term and long-term disability coverage, along with a competitive paid time off and vacation program.
- Participation in the Club's 401(k) retirement savings plan.
- Professional dues, continuing education allowance and support for approved industry-related development opportunities.
- Relocation assistance will be provided for the successful candidate (if from outside the area).

To be Considered

To be considered for this exceptional leadership opportunity, interested candidates are encouraged to submit their materials as soon as possible. All resumes, cover letters and related materials will be handled with the highest level of professionalism, discretion and strict confidentiality throughout the search process.

Qualified professionals who meet or exceed the outlined criteria are encouraged to submit a thoughtful and compelling cover letter addressed to the Search Committee. The letter should highlight the candidate's qualifications, leadership experience, professional accomplishments, and interest in the position, while also sharing why Lehigh Country Club represents an attractive opportunity for them personally, professionally and for their family. Candidates should submit their cover letter along with a current resume to:



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