

Candidate Profile

General Manager

Louisville Boat Club
Louisville, Kentucky
www.louisvilleboatclub.com



The Organization

The Louisville Boat Club was formed on the banks of the Ohio River in 1879 by ten river-minded men to form a social club with river activities. Today, it is respected as one of the oldest social clubs in the United States featuring boating, tennis, squash, swimming and dining, for its members. Many famous names have appeared on the membership roster over the years and its contributions to the social and pleasurable well-being of Louisville has been rich and full. The club has hosted prestigious events including Davis Cup Matches and the Kentucky State Closed tournament. The club amenities and facilities include: 11 clay tennis courts, two outdoor hard tennis courts, four indoor tennis courts, two platform tennis courts, two international singles squash courts, one hardball doubles squash court, a 25-meter pool, baby pool, a multiuse outdoor pavilion, an expansive fitness center, and sailing slips and boat docks.

The club is open year-round. The 24,000 square foot clubhouse features formal and informal dining options with capacity for up to 250 guests. Annual gross revenues are about \$3 million; total food and beverage revenue is \$1million. In the height of the season, the club has 50 employees.

With full profit and loss responsibility, the General Manager oversees all aspects of club operations. He/she will report to the President and to the 10-person Board of Directors and lead the management team which includes the Controller, Executive Chef, Service Director, Catering Director, Facilities Manager, Director of Racquet Sports, and Head Squash Professional. The tenured and dedicated staff will require an approachable and motivating leader who will empower and hold them accountable in a manner that is fair and consistent across all functional areas.

Position Summary

The General Manager of Louisville Boat Club will need to be a visible and accessible leader to both the members and staff alike. The General Manager will guide all club operations under the direction of the Board of Directors. The General Manager will act as the leader, mentor and liaison between all Department Heads and seven member Committees. He/she will be held accountable for all areas of the club and will enable the Board to focus on proper governance.

Responsibilities

- The oversight of the work of all Department Heads and Managers. In coordination with Department Heads, the recruitment, hiring, training, supervision and timely evaluation of club staff. Compensation and benefits are to be administered consistently and must fall within the guidelines as mandated by the annual budget and club policy. The General Manager will directly and through Department Heads emphasize *a member first* service culture that ensures member patronage and maximizes the use of the club's facilities. The General Manager is expected to *set the pace* for all employees and to actively promote a positive and safe work environment where teamwork and cooperation are emphasized.
- Responsibility for the financial guidance and reporting for all club operations in accordance with acceptable accounting procedures. Such duties will involve the formulation of the club's annual operating and capital budgets to be coordinated with the Finance Committee, the Controller and Department Heads
- The active promotion of the club to all members and their families. The General Manager is expected to be a *presence* at the club and interact with members daily; actively soliciting member opinions and input as to the club's facilities and services. Visibility and accessibility are paramount. The General Manager will respond to member complaints in a timely fashion and report significant issues to the President.

- Possess a working knowledge of all facets of private club operations with emphasis on food and beverage services, membership growth, staff mentoring and training, and the ability to drive member usage through program development.
- The positive representation of the club in the Louisville community; assisting as needed in the recruitment, orientation and retention of new and existing members.
- Ability and desire to *grow* the membership over time and work closely with the Board to accomplish that goal.

Requirements

The General Manager will be the consummate professional; well versed in all facets of club administration. He or she will have the following skills and attributes. Attributes to include:

- A minimum of five years as a General Manager, Assistant General Manager or Clubhouse Manager in a traditional, comparable private club setting. Candidates will have a working knowledge of all facets of private club operations with a strong emphasis on food and beverage, financial management and staff recruitment and development. Candidates with prior experience in traditional, family oriented clubs are preferred.
- A Hospitality, Business Management or related degree is preferred
- CCM designation is a plus
- An outgoing and friendly personality with a high potential to identify with and embrace the club's culture.
- Leadership skills with the ability to motivate both a veteran staff as well as young professionals with a commitment to quality and excellence.
- Highly energetic...a self-starter with a “hands-on” approach to management.
- Excellent communication skills at all levels.
- A strong sense of service with proven staff development and training skills.
- Attention to detail with a sense of urgency.
- The ability to function in a Committee oriented environment; to respond to the ideas and energies of the club’s Standing Committees. The ability to deal with a variety of personalities.
- A career path marked with a logical progression of title and responsibility, stability of tenure and accomplishment.
- The ability to attract, train, mentor and retain a talented and cohesive staff; able to effectively manage a diverse staff of accomplished and dedicated professionals who have faithfully served the club for many years.
- Impeccable and verifiable references. All candidates will be subject to a thorough background review and must have an excellent credit record.

Compensation and Benefits

- A base salary and annual performance bonus
- An excellent family health insurance in accordance with club policy
- Participation in the club’s 401K Plan
- A full CMAA package to include dues and education expenses: to be determined in each year’s operating budget
- Relocation assistance

Professionals who meet or exceed the established criteria are encouraged to contact:

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