Candidate Profile

General Manager/COO
The Germantown Cricket Club
Philadelphia, PA | www.germantowncricket.org

Organization

Germantown Cricket Club (GCC) is a private club in an urban setting that offers a full range of athletic and social activities. GCC is the second-oldest surviving Cricket Club in the United States. The Club was a key player in the sport industry during the 19th century and was internationally ranked. In the 20th century, the club has played an important role in the history of tennis and squash.

The Manheim Campus, the present 14-acre site of the Club, was secured in 1890. The stately clubhouse was designed by the renowned architectural firm of McKim, Meade, and White and gained National Historic Landmark status in 1987.

In 2004, GCC celebrated its 150th anniversary. During the sesquicentennial year, the Club completed 30 years of hosting the U.S.T.A. Senior Men’s Grass Court Championships, and hosted the U.S.T.A Senior Women’s Grass Court Championships, the International Tennis Federation Senior World Championships, and the World Squash Doubles Championships.

Today the Club consists of (24) grass courts, an award winning Har-Tru facility with 9 courts, 6 Red Clay Courts, four indoor courts for year-round play, and eight international squash courts housed in the historic Athletic Building. The Club has a national reputation for promoting tennis and squash, with many in the program enjoying top ranking and entry in Division I programs. The aquatic complex features a 25 meter heated pool with a recently renovated full service snack bar.

The food and beverage services include casual and upscale elegant dining options. During the summer, the Club enjoys vistas overlooking the great lawn. Banquet facilities may accommodate groups from 15 - 300, which provide the members with a wide range of social events.

Position Overview

The Club fully adopts the CMAA GM/COO business model. The GM/COO will demonstrate the executive skills and leadership strength to identify and execute club industry best practices while upholding the strong traditions that are important to the club membership. He or she must be a visible and accessible leader to both the membership and community. A polished 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, recommend and execute planned adjustments to current club operations. This assessment includes a review of all operating practices including but not limited to financial and administrative procedures, function event billing protocol, food and beverage menu planning, inventory control and asset protection and a general review of current HR practices. Experience with successful membership recruitment programs is critical.

The GM/COO will be charged with developing a Platinum Club service culture consistent with the top tennis club’s in the country. 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 Club is seeking a proven leader whose executive presence will guide the club with an immediate focus on clubhouse operations resulting in improved member services. The key role of the GM/COO is to provide cohesive and collaborative leadership to the tenured staff allowing the Board to avoid the short-term focus of the day to day operations which is defined as the team's responsibility.
The following are core competencies that the ideal candidate will possess:

- Accounting and Financial Management
  - capital planning and budgeting
- External and Government Influences
  - compliance issues
- Facilities Management
  - grounds, facilities maintenance and housekeeping
- Food and Beverage
  - banquet, ala carte and quick service
- Club Governance
  - Board and Committees
- Racquet Sport Management
- Membership and Marketing

Responsibilities

The GM/COO will provide leadership to the management team while maintaining and improving the standard of service excellence. The key requirements are:

- 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 (tennis, squash, cricket, fitness and 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; exhibiting a polished image with superior communication skills. Represent the Club in the community in a positive light.

- To collaborate with the Membership in the retention, recruitment and orientation of members.

- Train, mentor and develop key staff into an efficient and cohesive team. Team building and the professional development of staff is a critical function of this position.

- Responsible and accountable for the financial guidance, reporting and performance for 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.

- Develop, oversee and administer all HR policies to include compensation, benefits and timely reviews of the staff, which must be applied consistently to club policy and fall within the guidelines as mandated by the annual budget.

- Other duties as requested by the President and Board of Directors.

Requirements

- Candidates will have a working knowledge of all facets of Platinum private club operations with strong emphasis on:
  - Food and beverage management with the ability to embrace new culinary trends in the club and dining environment.
  - A strong understanding of tennis, squash, fitness and aquatic programming is required.
  - Program development resulting in improved membership engagement, membership recruitment and retention.
  - Financial management with best practices development.
  - Vision, strategic and capital planning skills mandatory.
  - Club staff development, which will build upon the existing service culture.

- 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 an Assistant General Manager or General Manager at a private club with similar volume to Germantown Cricket Club or high-end resort. The Club prefers candidates with ties to the East or Mid-Atlantic region.

- Impeccable and verifiable references, including past employers, and mentors. All candidates will be subject to a thorough background review and testing.
The General Manager will develop and lead a strong club team. Other key requirements are:

- A minimum of five years as a Food and Beverage Director, Clubhouse Manager or Assistant General Manager in a high end, full service private club, resort or hotel is required.
- A career path marked with a logical progression of title and responsibility along with some stability and tenure in that progression.
- Excellent verbal and written communication skills.
- Strong technology skills, including knowledge of Microsoft Office (especially Microsoft Excel).

### Compensation and Benefits

- A base salary and annual performance bonus
- Individual and family health insurance
- Participation in the club’s 401K Plan

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

The position is available immediately!

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