



RCS Hospitality Group  
a new generation of hospitality management  
6412 Brandon Ave. #339 Springfield, VA 22150  
[www.consultingRCS.com](http://www.consultingRCS.com)

**Position Available:**  
**GENERAL MANAGER/COO**  
**Charlotte City Club – Charlotte, NC**

The Charlotte City Club (CCC), a Platinum level club, is seeking a professional General Manager with a “Servant’s Heart” who is enthusiastic and energized to propel the club into the future. CCC is a stunning city club in the heart of center city/uptown Charlotte, occupying the 31st and 32nd floors in the 121 West Trade Building. The club is completing an extensive renovation that touches the entire club. The final stage (yet to begin) will be a rooftop terrace offering magnificent views of the city, including Bank of America Stadium, home of the Charlotte Panthers. CCC’s vibrant amenities flow elegantly on one floor, including member dining & bar, rooftop terrace, Cigar & Billiards Room. Banquet and meeting space occupy the entirety of another floor offering varied areas for the most intimate or grandest of events for members and invited guests. CCC’s forward thinking leadership has made significant investments for its active membership, galvanizing the club’s future with the right General Manager/COO to lead the charge.

**POSITION RESPONSIBILITIES – ABOUT YOU:**

To apply, you must have General Manager/COO expertise leading a Platinum level city club operations and management with proven progressive growth in the hospitality industry. You will have proven experience hiring, training, and motivating a team of high performers. Hospitality and member service excellence must *run in your blood*, while being cognizant of financial responsibilities and employee engagement. The successful candidate must demonstrate resourceful and innovative thinking coupled with personal and professional integrity.

**GENERAL SKILLS, PERSONALITY & ABILITIES:**

- Club management professional able to create and deliver a high level of hospitality where members feel welcome, comfortable, important, and understood.
- Proven success in increasing membership value in a Platinum level City Club.
- Ability to train and motivate staff. Must be a hands-on leader. Demonstrated ability and willingness to work in all aspects of the club. Success with employee development and an attitude of hiring people better than him/herself while taking immediate performance management action with employees not working up to standards.
- Friendly, energetic, and enthusiastic personality; able to demonstrate a respected presence throughout the club, and a desire to be visible and accessible to staff and members. MBWA – Manage by walking around.
- Ability to articulate and direct a clear vision for the club.
- Strong written and verbal communication skills. Demonstrated skills in member communications.
- Strong logistics and business acumen – demonstrated experience working with Board of Directors, various committees, affinity clubs, and Members within a member owned city club. Must have a strong presence with community events and represent the club in local business setting.
- Generally, tech savvy with experience in, email communications, web abilities, computer software, general knowledge of website use for marketing and membership interaction.
- Proven success with coordinating vendors across multiple business channels, able to forecast for time management, staffing, product inventory, manage best pricing/vendor options, and pull it all together on time and budget.
- Renovation experience. The candidate must have proven success with construction projects and managing operations post renovation.
- Experience in a lease space.

**EDUCATIONAL QUALIFICATIONS:**

- 4-year Hospitality degree required.
- Advanced Degree or Certification preferred.



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**EXPERIENCE & QUALIFICATIONS:**

- A minimum of 7-10 years of relevant experience in a high level and/or luxury brand City Club.
- A minimum of 7 years of progressive responsibility managing a multi amenity City Club.
- General Manager at a prestigious smaller City Club or Assistant General Manager at similar or larger City Club. Either should have a minimum of 5 - 7 years of experience showing a history of progressive promotions.
- Proven track record of growing membership by implementing events and enticing member amenities.
- Proven track record of creating an 'employer of choice' reputation in the market. Success with employee development.
- Strong financial acumen – demonstrated thorough knowledge of financial documents for a private member owned club. Additional skills in clubs located within a building and construction/renovation projects. Proven success building revenues and managing costs without sacrificing service. Ability to troubleshoot expenses and effectively manage labor cost. Proven success with theme events and programming to increase Member participation.
- Well organized – with time, with files, with employees, etc.

**SALARY RANGE / COMPENSATION:**

Base Salary is commensurate with the candidate's qualifications and experience in the range of \$225,000 - \$250,000. Full benefits package to include Health Insurance, Life, Dental, and Vision Insurance, Vacation, 401K (after one year) with a club match. Club pays 80% of the employee health insurance premium. Club provides an education allowance along with covering CMAA dues, and membership in local business groups (Rotary, Chamber of Commerce for example).

**CLUB INFORMATION:**

Located in the Queen City, Charlotte City Club is a Platinum Level City Club with a long history of exceeding member expectations and embracing and empowering diversity of membership and staff. The club does approximately \$4.6M in annual revenue with a healthy Capital budget and reserve. The club currently leases the top two floors, a business center one floor below, and some small storage space within the building. They are currently in a 10-year lease with an option to extend. The club has occupied this space since 1990. The club has approximately 942 Members in 8 member categories with a total annual dues revenue of approximately \$1.4M. The club spends approximately \$100,000 in annual capital improvements, with Board approval.

The club has several standing committees to include Past Presidents, Finance, House, Investment, Membership, Young Professionals, Marketing, Social, Strategic, and Construction. Along with some very popular Affinity Clubs that include Barley & Hops, Vintners, and the Whiskey – Humidor Club.

**FOOD & BEVERAGE INFORMATION:**

The food and beverage operation consist of separate Member Dining and Banquet space covering the top two floors of a 33-story building in downtown Charlotte, NC. The new upper Club creates a member focused space and features and incredible bar with 180 ° views, four different dining experiences including the main Dining Room (seating 50) Garden Room (seating 28) with an outside patio feel and operable windows, a semi-private dining room (seating 32) with wine lockers, and Chef's table (seating 8) overlooking a la carte kitchen. In addition, there is a Cigar and Billiards Room with an outside terrace as well as a Business Center. The 31st floor or lower club is now solely dedicated for private events as well as large member events such as Mother's Day. This floor has two ballrooms, one which can be partitioned into four rooms or combinations thereof (total capacity of 450). The Club is open (pre-COVID) Monday through Friday for lunch and Wednesday through Saturday for dinner. Food and beverage revenue for 2019 was \$2.7M with approximately 14% coming from outside events.

**REPORTS TO:**

President, Board of Directors

**INSTRUCTIONS FOR APPLYING:**

Please send cover letter outlining your career progression choices, a resume, references, and salary requirements to Brian Armstrong, CCM at [brian@consultingRCS.com](mailto:brian@consultingRCS.com)