



## Candidate Profile

General Manager/Chief Operating Officer  
Fox Chapel Racquet Club  
Pittsburgh, PA 15238  
[www.foxchapelracquetclub.com](http://www.foxchapelracquetclub.com)



## Organization

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### **Mission Statement**

*It is the mission of the Fox Chapel Racquet Club to maintain an exceptional facility and organization, which enhances our members' lives through fitness, health, recreation, and social interaction. We are a family-oriented, member-owned club that recognizes our greatest measure of success is member satisfaction.*

The Fox Chapel Racquet Club is a private club located in the heart of Fox Chapel in Pittsburgh, PA. FCRC offers a variety of activities throughout the year including tennis, swimming, platform tennis (paddle), and entertainment. Fox Chapel Racquet Club is a family-oriented club that provides the best for its members and is dedicated to promoting family-oriented activities and fostering both social and competitive tennis and paddle environment amongst its members. With a long and rich tennis tradition, widely considered “the best clay courts” in Pittsburgh, and an enthusiastic platform tennis community, the membership embraces the shared responsibility and commitment to preserving the friendly positive, and family-based spirit that has always been the foundation of the club. The Club is in the process of undergoing extensive capital improvements to the clubhouse which will be welcomed by the membership.

The Club is comprised of 315 members and has a waiting list. Gross Dollar Volume at the Club is approximately \$2 million with an initiation fee of \$7,000 and annual dues of \$4,000. The Club is open 50 weeks out of the year and is open 6 days a week year-round.

### **FCRC Board Core Values**

- **Tradition** - We understand the value of our Club's traditions and recognize the importance of their influence on how future decisions are made. We acknowledge that sometimes change is necessary and always strive to consider the wider implications of our decisions.
- **Inclusive Diversity** - Our membership is diverse and we aspire to keep it that way. We are equally committed to serving singles, couples, and families. A spirit of camaraderie and friendship is rampant throughout our club and we hold our members accountable for actions that are not consistent with that spirit.
- **Value** - Both in monetary terms and personal fulfillment we strive to offer our members the best value in their club experience. We constantly seek to deliver on members' expectations while at the same time staying true to our core values.
- **Member Owned and Member Fueled** - We are a member-owned club and, in coordination with the staff, rely heavily on the membership to fund, initiate, organize and execute Club programs and events. We encourage participation from all of our members and consider all members' opinions important.

## Position Overview

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The successful General Manager/ Chief Operating Officer at the Fox Chapel Racquet Club will need to be a visible, hands-on, and accessible leader to both the members and staff alike. The General Manager/COO will

guide all Club operations with a focus on delivering exceptional member services in support of the priorities established by the Club's Board of Governors and Committees.

The GM/COO at the FCRC will report to the Executive Committee of the Board of Governors and have responsibility for all day-to-day operations of the Club, including coordination of staffing, amenities, and activities across entertainment, racquets, and junior sports programs to ensure consistent service delivery to the membership and their guests. The GM/COO will receive the support of active member committees in each of these primary areas. It will be essential to balance continued innovation in member services with the preservation of the Club's beloved traditions.

The Fox Chapel Racquets Club currently has full food service in the Summer via its Snack Bar with many catered events and meal services throughout the year but wishes to increase the level of service and availability of its membership.

This position requires for its membership a high degree of grace, visibility, and a strong eye for personalized service, which is critical for all team members to emulate. The GM/COO should sincerely engage with family members and their guests. The role of GM/COO at the Fox Chapel Racquet Club requires a strong embrace of community values and enjoyment of a highly desirable community like Fox Chapel, where activities and relationships, both in the Club and outside its confines are often linked.

The General Manager/COO duties include but are not limited to:

- Provide proactive, high-quality leadership and a positive image for the Fox Chapel Racquet Club, facilities, and amenities to the membership. Ensure that members receive premier service and treatment in all FCRC undertakings.
- Coordinate with the department heads to optimize the member experience across all events.
- Work with chairs of key FCRC member committees to ensure activities are coordinated across the entire club.
- The development and execution of all standards and operating policies, which will be the foundation of a true service culture. The Club believes that great service is in paying attention to the small details.
- Manage functions as needed and act as a facilitator for requests from committee chairpersons and staff. Organize and manage the logistics and member experience at major entertainment events.
- Set the standard for effective management, maintaining a high level of ethics, prudence, creativity, productivity, and demonstrating a concern for the supervision and development of the staff.
- Ability to establish and maintain effective working relationships with all staff.
- Recruit and hire staff, including seasonal staff, to support the ongoing operations of the FCRC and frequent social events during the summer months.
- Coordinate with the Executive Committee of the Board and direct reports on matters of compensation, recruitment, benefits, and performance, including disciplinary and other significant personnel issues.
- Oversee the clubhouse staffing and scheduling. Enforce service standards, housekeeping standards, dress codes, and evaluate house personnel.
- Collaborate with the Controller and committees to prepare the annual operating, capital, and dues budgets and forecasts.
- Keep the Board and appropriate committee chairs informed of all significant matters and problems.
- Manage and report on all operations and key projects to the Executive Committee and Board of Governors, Coordinate with committee chairs to develop and manage budgets for individual programs and events.
- Maintain high-functioning management information systems, and work with staff to deliver robust reporting of relevant performance metrics.
- Negotiate and recommend contracts for Board approval, seeking competitive bids for larger projects.
- Provide hands-on, visible presence, and operational leadership throughout all Club departments.
- Become an adept user of Club management technology as well as website management and other appropriate social media to facilitate membership communication.
- Continuously strive to operate the Club within the guidelines set forth by the Board of Governors, and at the same time, please the membership.
- The active promotion and positive representation of the Club to the community, reciprocal network, and all members and their families.
- Initiating directly and through department managers the emphasis of a member-first service culture that ensures, tradition, member patronage and maximizes the use of the Club's facilities.
- Oversee the maintenance of the Club's facilities, including the clubhouse, pool, and paddle hut buildings.
- Develop annual capital expenditure budgets for submission to the board.

## Attributes and Responsibilities

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- An outgoing and friendly personality with a high potential to identify with and embrace the Club's unique culture and traditions.
- Leadership skills with the ability to motivate a seasonal staff 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.
- 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.
- The General Manager/COO 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.
- The active promotion of the Club to all members and their families. The General Manager/COO is expected to interact with members daily; actively soliciting members' opinions and input as to the Club's facilities and service.
- Remains calm under pressure, executes events smoothly, and resolves conflicts or complaints.
- Possesses a good sense of humor and an ability to have fun.
- Has strong organizational and time management skills; identifying the details necessary to consistently achieve high levels of quality, satisfaction, and outstanding member experiences.
- Has a professional appearance and demeanor and expects the same from his or her staff.
- Is a hands-on leader who will get things done quietly while engaging with all constituencies, including children.
- Highly motivated professional who is passionate and who enjoys full member engagement.

## Requirements

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- Bachelors Degree in Hotel/Restaurant Management, business, or a related field and experience that provides the required skills and knowledge.
- Five-year minimum experience as General Manager in a similar position at a private club or within a hospitality environment. A strong assistant manager at a similar club would be considered.
- A Certified Club Manager (CCM) designation or working towards would be considered a plus.
- A career path marked with stability and professional achievement.
- A person of exceptional character; motivated, energetic, friendly, and dedicated to the profession.
- A friendly and outgoing personality with strong communication skills and high visibility. Proficiency in Club Essentials management software preferred but not required.
- The professional will be a lifelong learner continuing research and understanding industry trends.
- Excellent verbal and written skills.
- The ability to operate a computer to enter, retrieve or modify data utilizing Microsoft Word, Excel, Outlook, PowerPoint, email, ADP, internet, and other software programs at a high level of proficiency.
- Impeccable and verifiable references. All candidates will be subject to a thorough background check.

## Competitive Compensation & Benefits

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- Competitive compensation/salary and an annual performance bonus.
- Medical, life insurance, and paid vacation.
- Professional dues and expenses in accordance with the annual budget.

To be considered for this outstanding opportunity all cover letters and resumes should be received as soon as possible.

Professionals who meet or exceed the established criteria are encouraged to send a compelling cover letter outlining their qualifications, experience, and why the Fox Chapel Racquets Club and the Pittsburgh, PA area will be beneficial to you, your family, and your career along with their resume to:

GSI Executive Search  
Manny Gugliuzza, CCM, CCE  
Principal and Search Consultant  
[mannyg@gsiexecutivesearch.com](mailto:mannyg@gsiexecutivesearch.com)  
732-618-8665

This position is available immediately.