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General Manager

Facilities Description:

The Lanam Club is a private social and business club in Andover, Massachusetts dedicated to enriching the lives and enjoyment of its members, their families, and guests by providing a safe, welcoming environment, excellent personalized services, exceptional dining experiences and events that continually exceed member expectations.

The Clubhouse, formerly the "Orlando", is a stunning one hundred-year-old mansion with beautiful carved wood paneling and ornate plaster ceilings. The Club is operational year-round with dining service available Wednesday through Saturday with limited outdoor service in shoulder seasons and winter. Members can enjoy family and adult dining areas in the clubhouse, lower garden, and seasonal pavilion. There is ample function space on the second floor of the Clubhouse to accommodate larger events in addition to our outdoor spaces. With approximately 200 members, the club grosses \$1 million annually of which \$700K is generated through food and beverage sales. This year, the Club is embarking on a full grounds master plan, with new plantings, upgraded amenities, and additional outside dining options.

Job Summary:

Serve as chief operating officer of the club: manage all aspects of the club including its activities and the relationships between the club and its Board of Directors, members, guests, employees, community, government, and industry. Coordinate and administer the club's policies as defined by its Board of Directors. Develop operating policies and procedures and direct the work of all department managers. Implement and monitor the budget, monitors the quality of the club's products and services, and ensure maximum member and guest satisfaction. Secure and protect the club's assets, including facilities and equipment.

Responsibilities:

- Implements general policies established by the Board of Directors; directs their administration and execution
- Plans, develops and approves specific operational policies, programs, procedures, methods, rules and regulations in concert with general policies
- Develops, maintains and administers a sound organizational plan, initiates improvements as necessary
- Establishes a basic personnel policy; initiates and monitors policies relating to personnel actions and training
- Prospect for new members, including onboard and new members orientation
- Welcomes new club members; "meets and greets" all club members as practical during their visits to the club.
- Field all event inquiries, enter and book all events, and act as day of manager for all events



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- Oversees the collection of prompt payments for all events
- Set up and breakdown of all events including moving furniture, equipment and maintaining facilities
- In concert with the Controller, coordinates development of operating, cash and capital budgets according to the applicable budget calendars; monitors monthly budget and other financial statements; takes effective corrective action as required; prepares and makes financial reports to the Board of Directors.
- In cooperation with the Executive Chef, oversee food & beverage cost
- Provides advice and recommendations to the President and committees about construction, alterations, maintenance, materials, supplies, equipment and services not provided in approved plans and/or budgets
- Consistently assures that the club is operated in accordance with all applicable local, state and federal laws
- Physically perform the care and maintenance of all the club's assets and facilities
- Promote the club's services and facilities to potential and present members during community events
- Ensures the highest standards for food, beverage, and entertainment and other club services
- Manages cash flow and establishes controls to safeguard funds
- Works with subordinate department heads to schedule, supervise and direct the work of all club employees; confers with them about personnel-related matters including compensation, job changes, performance evaluation, etc.
- Attends meetings of the club's Board of Directors and other standing committees.
- Report's member infractions to the Board for necessary action
- Properly manages all aspects of the club's activities to ensure and maintain the quality of products and services provided by the club
- Serves as liaison between all management staff and Board
- Prepares reports and other support material for committee and Board purposes
- Negotiates and recommends Board approval for all contracts & purchases
- Maintains relations with police, fire, board of health, building department and other governmental agencies
- Obtains necessary permits from town building department
- Ensures proper cleanliness and sanitation of all club facilities and environments including performing maintenance duties in and around the club property.
- Performs competitive analyses on clubs and other businesses providing member alternatives through personal observations and historical reports
- Handles emergencies such as fires, accidents and breaches of security or house rules promptly and in person.
- Gives direction to and works closely with vendors, outside contractors, firms and individuals providing services to the club



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Minimum Required Skills

- Minimum of 5 years' experience as a general or assistant manager
- Proven track record of club, event, personal management
- Ability to recruit new members
- Has excellent written and verbal communications skills
- Ability to craft weekly membership updates via the Lanam Clubs on-line newsletter the Lantern.

Job Value/Compensation:

Commensurate with qualifications and experience. Full Time, year-round position with health insurance and CMAA dues provided.

Reports to:

Club President

Supervises:

Controller, Executive Chef and Front of House Staff

The Lanam Club is an equal opportunity employer that is committed to diversity and inclusion in the workplace. We prohibit discrimination and harassment of any kind based on race, color, sex, religion, sexual orientation, national origin, disability, genetic information, pregnancy, or any other protected characteristic as outlined by federal, state, or local laws. **Please send your resume to Mike Hayden: mikeh@lanam.org. No phone calls please.**