



## **Club General Manager**

### **The Town & County Club | Hartford, CT**

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The Town & County Club, a women's social club in Hartford, CT seeks a General Manager to lead the organization, providing vision and direction in managing daily operations and implementing initiatives approved by the Board of Governors.

As stated in the Articles of Association when the Town & County Club was formed in 1925, the enterprising founders wanted to create an organized center for women's work, thought and action; advance the interests of women; promote science, literature and art; and provide an accessible place of meeting for its members. In its 100<sup>th</sup> year, the T&C members still enjoy the benefits envisioned by the founding group of women. Today's calendar of events is strikingly similar to the calendar upon opening on November 3, 1925 which listed luncheons, guest speakers, art exhibits, bridge, musical programs – and Thanksgiving dinner.

The founding members fulfilled their objective of acquiring a club house and grounds by purchasing an elegant mansion built in 1895 for Theodore Lyman. The lovely Lyman House and its surrounding lawns and gardens are not far from the renowned Nook Farm homes of Harriet Beecher Stowe and Mark Twain. It is noteworthy that the Town & County Club is the only women's club in Connecticut to own its club house.

### **POSITION SUMMARY**

The General Manager serves as the chief executive of the Town & County Club, overseeing all Club activities in order to meet strategic goals for member satisfaction and safety, quality dining, business growth and profitability and risk management. The General Manager is responsible for business operations and personnel, including activities and relationships among Board of Governors, members, guests, employees, community, government and industry. This dynamic position administers Club policies as defined by bylaws and rules established by the Board of Governors and Personnel Committee and develops operating policies and procedures to deliver on the mission of the Town & County Club. The General Manager also secures and protects Club assets, including the building and grounds; prepares and manages the budget; implements policies with direct reports and their staff; and delivers maximum member, guest and client satisfaction.

### **ROLES AND RESPONSIBILITIES**

### Strategic Planning

- Partners with the Board of Governors, standing committees and management of the Lyman Heritage Preservation Foundation to develop, implement and achieve strategic and operational plans as well as financial budgets to ensure the growth and sustainability of the Club.
- Attends Board and appropriate Committee meetings to provide current and future-focused operational perspective and accurate and timely reporting to enable informed decision making.

### Operations Management

- Manages all Club services, dining, activities and member relations, creating a culture of service excellence and teamwork to deliver optimal operational results with maximum membership satisfaction.
- Ensures that all Club operations comply with all applicable local, state and federal laws.

### Financial Management

- Provides a proposed budget to the Finance Committee annually, with supporting materials, and assists in finalizing the budget.
- Oversees all financial and accounting activity to ensure the financial health and compliance of the Club, analyzing all revenues and expenses monthly relative to the budget and proactively recommends corrective action to address significant changes in Club finances.
- Manages expenses, including food, beverages, staffing and maintenance to achieve profitability goals.

### Human Resources

- Reviews the staffing needs of the Club and makes recommendations to the Personnel Committee and Board regarding positions required to support the Club's strategic plan.
- Manages staff recruiting, hiring and on-boarding processes for the club as well as training, performance reviews and development opportunities to achieve member satisfaction goals.
- Partners with the Personnel Committee to implement compensation and benefit recommendations to attract and retain employees committed to excellent performance.

### Member Relations

- Knows and engages all members, guests and clients to provide an excellent Club experience, serving as the point person for membership development and cultivation.
- Responds to member communications and requests and resolves issues promptly.
- Interacts with members throughout the club house during special events and daily during prime dining hours, overseeing staff supporting the dining experience.

- Evaluates member engagement needs, assessing current Club events and identify new options to engage members.

#### Sales and Marketing

- In conjunction with the appropriate Committees, drives initiatives to increase and retain membership and improve retention.
- Manages sales and marketing activities to expand positive public visibility, convey the brand, promote the value of membership and services, and increase event revenues.

#### Facilities

- Oversee maintenance, security and improvement of the building and grounds, working closely with the appropriate Committees and the Lyman Heritage Preservation Foundation.
- Manage all capital improvement projects and the Club's technology infrastructure.
- Ensures that all necessary health and safety measures are in place to protect members, staff and guests from adverse experiences while at the Club.

### **TRAITS AND CHARACTERISTICS**

The General Manager will be a versatile, resourceful and people-oriented leader who values collaboration with others. A critical and creative thinker who can analyze and solve problems, the GM will bring professional expertise, interpersonal skills and commitment to member satisfaction. The successful candidate will demonstrate leadership, sound decision making and personal accountability and an aptitude for planning and organizing.

### **QUALIFICATIONS**

A bachelor's degree in a field of study appropriate to leadership of a social club. Three years of experience demonstrating an understanding of organizational finances and other back-office operations as well as an ability to manage front-facing interactions with stakeholders. Excellent written and verbal communication skills. Proficiency with Microsoft Office and database concepts.

### **COMPENSATION AND BENEFITS**

Salary to commensurate with experience. Standard benefits, including health insurance, paid time off, paid holidays and retirement plan with an employer match.

### **APPLICATIONS AND INQUIRIES**

Submit a cover letter and resume with a summary of relevant accomplishments to **HR@towncounty.com**. Include salary expectations in your cover letter. Please send questions or general inquiries to the same email address.

The Town & Club is an Equal Opportunity Employer and seeks a diverse pool of candidates.