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GENERAL MANAGER PROFILE: TUCKAHOE RECREATION CLUB

Tuckahoe Recreation Club
1814 Great Falls Street
McLean, VA 22101

JOB DESCRIPTION

Tuckahoe Recreation Club is a unique, year-round private recreation facility that offers its members a healthy family environment with many outstanding facilities and activities for everyone in the family to enjoy.

Mission Statement

The Club provides an enjoyable environment for swimming, tennis, and fitness by offering facilities and events for its members, hosting teams, and enabling training. This is a place where memories are made and shared.

General Manager (GM) Position Description

The General Manager reports to the President of the Club. They will provide professional leadership and a cheerful, warm image for the Club, ensuring members enjoy premier service, quality facilities, and an exciting calendar of events. The GM is responsible for the overall budget and a breakdown by club segments. They will develop, implement, and maintain operating policies and procedures for all Club activities and services and direct the work for all club elements and the personnel related thereto. They will monitor the quality of the Club's facilities and services and develop plans for maintenance and upgrades to ensure maximum member satisfaction. The GM also secures and protects the Club's assets, including facilities and equipment, and obtains and maintains all necessary operating permits for all Club facilities.

The GM is also responsible for operating the year-round Club facilities in accordance with County permits, insurance company requirements, members' enjoyment and convenience, neighbors' sensitivities, and budget limitations.

Candidate Qualifications & Experience

The ideal GM candidate will be a confident self-starter with relevant experience and a passion for innovation and member service. The Club presents many opportunities for facility and service enhancement, and the Board of Directors desires a GM that will be able to be innovative in conceptualizing and competent in implementing the Club's long-range strategic plan.

The ideal candidate will have at least five (5) years of experience in a similar role within the member-owned club community and have their certification in club management or similar certifications.

The GM will lead the Club staff in a hands-on, visible, and engaged manner to drive exceptional member satisfaction, facility maintenance, and improvement. The GM will be responsible for working hand-in-hand with the all-volunteer Board of Directors and Executive Team to enhance the membership experience and implement the long-term strategic plan of the Club. The GM will foster a spirit of respect among employees and members, and serve as a dedicated team leader, creating harmony among the various departments and programs while working with established Club employees and volunteers. They will pursue a commitment to the professional development and mentorship of the staff and their own professional development. The GM will possess financial and budgeting acumen and the ability to manage operations within budget parameters while maintaining Club facilities and member satisfaction. They will have substantial experience in working with employment issues, including the staffing of the facilities and programs of the Club and the engagement of vendors or other service providers relating to the Club activities. Strong general leadership skills with verifiable strengths in team development, financial performance, diverse recreational amenity management (tennis, swimming, diving, fitness, family activities, and others are especially desirable), quality food and beverage programming, and exceptional goal achievement.

The GM must be knowledgeable, embrace modern and innovative trends and leadership practices, and supervise all employees of the Club while promoting a positive, engaging, and exceptional service culture in all areas of Club operations. They will have demonstrated skills in the food and beverage arena and integrating Club services throughout all departments. They will possess proven operational and management skills and attention to detail in maintaining Club facilities and services. They will have excellent marketing skills and a proven membership retention, satisfaction, and interaction record. The GM must be able to provide visionary leadership and sound guidance in taking the Club forward. In this regard, strategic planning skills, long-term vision, and project implementation are valued. The candidate must have outstanding interpersonal and communication skills and integrity.

The GM will be expected to provide leadership, insight, and support for the following specific goals and objectives of the Board of Directors as it pursues its long-range strategic plan:

- **Management Objectives:**
 - Mentoring and delegating to staff members to develop professional skills and operating flexibility in Club operations.
 - Continued improvement of internal controls and procedures relating to financial reporting and budgeting.
 - Working closely with the volunteer Board of Directors and Committees to develop and implement goals and objectives for Club activities and other matters.
- **Membership Objectives:**
 - Implementing and maintaining exceptional member communication and interaction with management.
 - Developing proposals for establishing and implementing new member services and social activities.
 - Establishing and managing year-round membership activities, including winter activities for members.
- **Facility Objectives:**
 - Developing detailed operational and financial goals and objectives for facility maintenance and improvements.
- **Service Objectives:**
 - Develop detailed goals and objectives to maintain and improve Club services and services offerings

Education

A college graduate with Certified Club Manager (CCM) designation is desirable.

Salary & Benefits

The salary is open and commensurate with qualifications and experience. Total compensation will include a salary and an annual performance bonus. The Club is committed to continuing education. National and Local CMAA dues are included. The Club offers an excellent benefits package.

About the Club

One summer evening in 1954, a small group of resolute families met in a North Arlington living room. They wanted to create a neighborhood swimming pool where the whole family could relax and enjoy the summer. From that simple idea, the Tuckahoe Recreation Club has grown to over 3,200 members, with four pools, six tennis courts, a fitness center, a miniature golf course, a modern snack bar, and a picnic area. Yet even with all the growth, the Club has remained loyal to its founding principle: Tuckahoe is a family facility renowned throughout Northern Virginia for its close-knit communal atmosphere.

The commitment that led the first group of families to create a neighborhood pool over 60 years ago is still evident. Today, Tuckahoe continues to embody these solid traditions and is looking now to develop and implement a fulsome and innovative long-range plan to move the Club into the future. Every effort has been made to maintain the facility to the highest possible standards, anticipate the needs of its physical plant, plan for growth, and meet its members' changing needs and interests.

Tuckahoe's future promises to be just as bright as its past. Tuckahoe has over 3,200 members, over 500 people on the waitlist, a strong balance sheet, attractive pricing, a professional operating staff, and a hard-working (volunteer) board of directors. From these strengths, the board's primary goal for management is to maintain great facilities and to create great member experiences.

Tuckahoe offers a host of programs for competitive swimming, diving, and tennis; lessons in swimming, tennis, functional exercise, and yoga; Tuckahoe summer camp; and other fitness and recreational programs. In addition, Tuckahoe hosts a variety of seasonal member events. Tuckahoe's year-round programs, family atmosphere, and reasonable pricing make it a unique recreation and fitness club serving mainly the communities of McLean, Falls Church, Arlington, Vienna, and Great Falls.

Facilities include:

- 3-outdoor pools (baby, intermediate, and 25 yards x 25-meter pool with diving well)
- A 6-lane, 25-yard indoor pool with a diving board
- 6-lighted tennis courts
- Fitness center
- Whirlpool
- Separate saunas for men and women
- A snack bar open in the summertime
- Miniature golf, shuffleboard, ping pong table, and playground used in the summer

Activities include:

- Swim, dive, and tennis teams for children 5-18 years old
- Tennis program for everyone in the family (lessons, adult teams, parties, tournaments)
- Water aerobics classes
- Yoga classes
- Swim lessons
- Social activities for the family during the summer
- Picnic areas with grills for summer picnics
- Sundecks and lawn area to enjoy some "me" time

Club Facts

- Number of Club Memberships:
 - Total Membership at Tuckahoe Recreational Club: 3,250 as of January 1, 2023
 - Waitlisted: Over 500 as of January 1, 2023
- Gross Dollar Volume: \$2,300,000
- Employees: Full-time: 6; Hourly: summer 75+, winter 25
- Tennis Program is outsourced to a reputable management company

Please visit the website: www.tuckahoe.net

The deadline for application is Friday, April 28, 2023 at 4:00pm EST.

Brian Armstrong, Principal

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Executive Recruiter, Search Consultant, & Coach

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