

DIRECTOR OF OPERATIONS PROFILE: THE BUFFALO CLUB BUFFALO, NY

THE DIRECTOR OF OPERATIONS OPPORTUNITY AT THE BUFFALO CLUB

The Director of Operations (DO) at The Buffalo Club is a highly visible and interactive role. The DO must be a proactive leader in the process of strategic planning, talent acquisition, retention, and services programming, ensuring that each of these areas of focus considers current and future membership input and demographics and is expected to be the embodiment of an “exceptional member-centric experience.” The new DO should be a natural mentor to the team and will lead the team with modern management ‘metric-oriented’ practices while developing and promoting a positive, engaging, and highly competent service culture.

The Director of Operations will work closely with other senior team members and the General Manager/COO. He or she will be a highly collaborative, engaged, and supportive team player who appreciates the history of the Club, and has an appropriate, respectful, and diplomatic style to garner support and create improvements to the member, guest, and team member experience.

[Click here to view a brief video about this opportunity.](#)

THE BUFFALO CLUB

The Buffalo Club is a historic 150-year-old city club located in the heart of downtown Buffalo, New York’s 2nd most populated city after New York City. Buffalo sits on the eastern shores of Lake Erie at the origin of the Niagara River. Buffalo has diverse architecture, and it is home to many historical attractions, art galleries, theaters, and performing arts institutions. The city has undergone an incredible transformation recently, including a redevelopment of the waterfront and revitalizing of neighborhoods. In 2015, Buffalo was ranked third on the National Geographic Society’s list of “The World’s Top Ten Food Cities.” The Buffalo Niagara area offers family fun, festivals and events, restaurants, nature, recreation, and nightlife.

Like the city of Buffalo, The Buffalo Club was built on tradition and is steeped in history. It was founded in 1867 by, among others, President Millard Fillmore. Another U.S. President, Grover Cleveland, was a member from 1881-1908. In 1901 after President McKinley’s assassination, the club was used as a headquarters by his cabinet and Vice-President Theodore Roosevelt.

The Buffalo Club holds the distinct honor of being one of only several clubs listed as a Platinum Club of America, a Platinum Club of the World, a Top 25 City Club and recognized as a Distinguished Club by *BoardRoom* Magazine. The 116,000 sq. ft. club has gone through many changes over the years, the most significant of which was \$9M renovation of the locker rooms, squash courts and Spa. In 2021, the Club invested \$1M into renovating its new restaurant, the Presidents Grill. The Club features an array of enhanced amenities with a full-service spa, fitness center, squash courts, swimming pool, bowling lanes, rooftop patio, four overnight rooms, al fresco and fine dining, and meeting rooms and banquet facilities. The Buffalo Club provides unrivaled service and the finest of foods in an elegant setting. The Club is committed to impeccable service where members are recognized, their preferences remembered, and their wishes catered to promptly. The Buffalo Club is Buffalo's finest private club with a meaningful past, vibrant present and promising future.

THE BUFFALO CLUB BY THE NUMBERS

- Approximately 930 Members
- \$8,000 Initiation fee
- Approximately \$5,512 Annual dues

- Approximately \$10.4M Gross volume
- Approximately \$3.68M Annual dues volume
- Approximately \$3.36M F&B volume (approximately 42.1% from a la carte and 57.9% from catering)
- Approximately 68 FT Employees; 33 PT Employees and 3 Seasonal Employees
- 21 Board members

THE BUFFALO CLUB WEB SITE: www.thebuffaloclub.org

DIRECTOR OF OPERATIONS POSITION OVERVIEW

The Buffalo Club (Buffalo) has a strong history of tenure amongst many of its senior team members and desires to attract a verifiably high-performing, achievement-oriented, collaborative new Director of Operations who views Buffalo as a “premier city club” for many years to come.

The DO position has shared responsibility for day-to-day Club operations and the Club continues to evolve to a stronger focus on the model of organizational leadership. Key to the new DO’s success is the intuitive sense to be “present” and to sincerely engage with every generation of members and their guests. The Buffalo Club has a rich history of Club members serving on committees of its various activities to ensure member satisfaction and in support of the Club team members.

The DO is responsible for the creation, implementation and consistent execution of all service standards and processes while providing vibrant, innovative, relevant, and respectful leadership to key managers and team members. A primary objective is for the DO to be the highly visible and interactive on a continuous basis.

Being a natural mentor to the team also is critically important, as is being a strong advocate for the team’s success. The DO must be a proactive and assertive leader in the process of strategic planning, talent acquisition and retention, membership activities/services programming, ensuring that each of these areas of focus consider current and future membership input and demographics. Additionally, he/she must expect to work to exceed the expectations of members and to recognize trends, evolving demographics, and what will help support the Club in the future. The new DOA should have a history of success and of recognizing, respecting, and supporting the contributions of key managers and team members, many of whom have been a part of Buffalo for many years.

KEY CHARACTERISTICS

A key requirement is to be able to work proactively with the GM/COO who in turn will keep the DO focused on key goals and objectives that benefit the long-term well-being of Buffalo.

Outstanding communication skills, both written and verbal, are necessary. Additionally, a keen ability to listen, engage, build trust, and be highly approachable is also of critical importance.

Other key attributes, characteristics and style of the successful new leader include the following:

- Detail-oriented to “see” things needing attention, and operations, systems, and facilities expertise.
- An exceptional communicator with the ability to listen to members and team members.
- Has an energetic and outgoing personality and is able to demonstrate excellent problem-solving skills.
- Must be organized and has the ability to create standard operating procedures for his/her team to follow.
- Has the ability to provide support for the current GM/COO
- Visionary and mission-oriented on behalf of The Buffalo Club; anticipate how the Club will evolve and be at the forefront of trends in clubs.
- Knowledgeable and innovative as it relates to technology; having the ability to leverage high tech to improve ‘high touch’ with members as well as efficiency of the operation and enhanced data capture is critical.
- Outgoing, conversant, respectful, and diplomatic, but able to say “no” when appropriate without alienating members or team members while doing so.
- Attract, retain, and develop team members at every level.
- Innately understanding, empathetic, reliable, and relatable to members and team members at all levels.

INITIAL PRIORITIES OF THE DIRECTOR OF OPERATIONS

The following priorities have been identified for likely initial primary focus:

Fitness and Spa

- Direct liaison for Spa Committee. Directs the Spa Manager to create Committee agendas and develops them to lead Spa Committee meetings, and respond accordingly to Committee ideas, comments and/or suggestions.
- Anticipate member and guest needs, ascertain satisfaction, and respond urgently and appropriately to requests and concerns.
- Establish a strong on-floor presence to actively develop relationships with members and team members.
- Develops and maintains friendly and efficient front desk procedures to consistently deliver an exceptional member and guest experience.
- Works with the Spa Manager and Fitness Director to consistently develop and grow revenue streams through program development, product acquisition, team member training and sales education.
- Develops the marketing strategy and ensures a consistent and positive image is portrayed.
- Create ongoing in-house promotions and activities to stimulate sales, team members and customers.
- May serve as a departmental manager in that manager's absence.

Clubhouse (Housekeeping, Locker Rooms, Laundry)

- Responsible for the overall operation of housekeeping, locker rooms, and laundry facilities.
- Ensures the highest standards of sanitation, safety, comfort and aesthetics.
- Performs daily inspection rounds and provides coaching opportunities as needed.
- Will inspect the work and performance of housekeeping and locker room attendants. Will provide overall guidance and feedback to ensure work activities are properly completed and will communicate with supervisors for any additional areas that need to be addressed.
- Creates and conducts safety and compliance training in accordance with OSHA and NYS laws and regulations.

Hotel

- Responsible for the operations of hotel services for the Club's 4 hotel rooms.
- Oversees all aspects of the Hotel reservations including but not limited to contact information, name, member number, phone number, and payment formation.
- Inspect facilities regularly and enforce strict compliance with health and safety standards.
- Communicate with customers when appropriate (welcome them in the facilities, address their complaints, find solutions to problems, offer information, etc.)
- Ensure turn down is communicated and followed through.
- Maintains contact with hotel guests as necessary.

Facilities and Information Technology

- Oversee the overall operation of the facilities and maintenance departments.
- Oversees scheduled Club capital and construction project timelines.
- Develops the Club's preventive maintenance and energy management programs.
- Conducts full walk throughs of the clubhouse and grounds to direct corrective/ preventative action.
- Assists in the planning of facility improvements, remodeling, construction and repair, and interacts with applicable Club Committees for this purpose.
- Works with appropriate Committees, GM, and Facilities Director to develop the Club's strategic plan.
- Works with the Club's IT company, website, POS, and data management company to effectively manage information technology and computer systems.
- Works with IT company to ensure security of data, network access and backup systems.
- Identifies problematic areas and develops strategic solutions.
- Preserve IT assets, information security and control structures.
- Calculates annual IT budgetary needs.
- Purchases, maintains, sets up, tests all AV Equipment for its internal and member/guest use.
- Trains team members on use of AV equipment and is the point of contact for troubleshooting AV equipment when in use.

Talent Management

- Continue to build a culture that is consistent with The Buffalo Club's Values, Professionalism, Respect, Integrity, Dedication and Excellence.
- Manages department's long-range staffing needs and assists in recruitment, training, supervision and termination of team members.
- Helps plan and approves the organizational chart, staffing and scheduling plans.
- Develops and monitors job performance and team member goal planning.
- Writes, coaches team members on development plans with proposed action plans to advance individuals towards departmental or individual objectives.
- Recruits, hires, trains and develops team members, supervisors and managers in the Spa, Fitness, Locker Room, Housekeeping and Maintenance Departments.
- Develops, implements, trains and oversees ongoing training programs complete with up-to-date training manuals to ensure exceptional service in respective areas of operation.
- Assures that effective orientation and training for new team members and professional development activities for experienced team members are planned and implemented.
- Plan and execute training and employee development of all subordinate managers and supervisors subject to budget approval by the GM.
- Develops department heads or supervisors to develop their management and leadership of team member assignments and schedules.
- Be the administrative and communication link between departments.

EMPLOYMENT ELIGIBILITY VERIFICATION

In compliance with federal law, all persons hired will be required to verify identity and eligibility to work in the United States and to complete the required employment eligibility verification form upon hire.

EDUCATIONAL AND CERTIFICATION QUALIFICATIONS

- A bachelor's degree is preferred with a focus on Hospitality or Business Management.
- In lieu of the degree, substantial private club or hospitality experience will be considered.
- Industry certifications such as CCM, CCE, CMC, or PGA are encouraged but not required.

SALARY AND BENEFITS

Salary is open and commensurate with qualifications and experience. Clothing allowance, cell phone, CMAA and continuing education package with an excellent benefits package including seven paid holidays and a generous PTO policy.

INSTRUCTIONS ON HOW TO APPLY

Please upload your resume and cover letter, in that order, using the link below. You should have your documents fully prepared to be attached when prompted for them during the online application process. Please be sure your image is not present on your resume or cover letter; that should be used on your LinkedIn Profile.

Prepare a thoughtful cover letter addressed to **Mr. Matthew Werth General Manager/COO, The Buffalo Club** and clearly articulate why you want to be considered for this position at this stage of your career and why The Buffalo Club and the Buffalo, NY area will be beneficial to you, your family, your career, and the Club if selected.

You must apply for this role as soon as possible but no later than Thursday, May 4, 2023. Candidate selections will occur in mid-May with first Interviews expected later in the month. The new candidate should assume his/her role in July 2023.

IMPORTANT: Save your resume and letter in the following manner:

"Last Name, First Name Resume"

"Last Name, First Name Cover Letter – **"Buffalo Club"**

(These documents should be in Word or PDF format)

If you have any questions, please email Patty Sprankle at patty@kkandw.com

[Click here](#) to upload your resume and cover letter.

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