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GENERAL MANAGER PROFILE: EDGEMOOR CLUB BETHESDA, MD

GENERAL MANAGER OPPORTUNITY AT EDGEMOOR CLUB

The Edgemoor Club, a unique private, member-owned, neighborhood social family club, has a newly created General Manager role that is now available. This General Manager's role is an opportunity for a seasoned professional with strong leadership experience and governance knowledge who wishes to lead a club in its transition from self-governance to a traditional model in the sought-after suburb of Washington, DC.

A positive and knowledgeable approach to working with the BOG is essential in creating this traditional GM role. The candidate must be able to demonstrate proven written and verbal communication skills. Visibility, member engagement, and authentic enjoyment of building member relationships is critical, as is the ability to be a forward thinker with new ideas to bring to the board and membership.

This is an exceptional opportunity for a proactive, strategic, visionary leader who has a history of creating high-performing teams, being on the forefront of trends, and has a proactive, hands-on management style. Understanding modern club metrics for success, instilling a high level of member and staff engagement, and developing capital strategies modeling for long-term financial success is important to this role. The next GM will be an affable, dynamic leader who will ensure that the club offers "best in class" service to its members and guests. The ideal candidate will have a proven track record of success in interpersonal communication, hospitality, and financial management.

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

ABOUT EDGEMOOR CLUB AND COMMUNITY

Established in 1920, the Edgemoor Club, envisioned by developer Walter E. Tuckerman, originated as a sports haven for the burgeoning Edgemoor community in Washington, DC. From its modest beginnings in 1920 through the present day the Edgemoor Club has served both as a neighborhood swim and tennis club for residents of the Edgemoor and nearby communities and as a leading tennis club, drawing top-level players from all over the metropolitan area. The club is now renowned for top-flight tennis, aquatics, and social programs.

The club evolved into a tennis hub, hosting the inaugural "City of Washington Tournament" in 1949 and featuring prominent pros like Pauline Betz Addie and Clark Taylor.

Thriving over the years, Edgemoor expanded facilities, hosted tournaments, and contributed to tennis and swim development. The club's facilities include 10 newly renovated, meticulously sub-irrigated Har Tru tennis courts, a full clubhouse with locker rooms, patio dining and seating area, pro shop, seasonal snack bar, fitness facility, offices, a common green area for BBQ's, and a hitting wall. Additionally, boasting an 80-year aquatic tradition, the club offers a heated competition pool, a kid's pool, social events, and a vibrant community—a cherished oasis for generations.

EDGEMOOR CLUB BY THE NUMBERS

- There are approximately: 370 full memberships
- An additional 100 memberships in other categories
- Initiation Fee: \$8725

- Annual Dues: \$3120
- Approximate Gross Revenue: \$1.4 M
- F&B operations are supplied by an outside contractor seasonally.
- 20 Employees (FTE) in-season; 3 (FTE) year-round
- The Club is organized as a 501(c)(7)
- Average age of members: 45-50
- The club uses Jonas for their accounting system
- Board Members: 7, each serving two-year terms.
- The board includes; President, Treasurer, House and Grounds, Swim, Social, Tennis, and Membership.
- Standing Committees; Tennis, Swim, and Social.

EDGEWOOD CLUB WEB SITE: www.theedgewoodclub.com

GENERAL MANAGER - POSITION OVERVIEW

The General Manager will have the responsibility for all day-to-day operations of the Edgewood Club. While the club is only operational during the season, the GM role is a year-round position.

The Board desires a GM who functions in a COO-like fashion, working very closely with the Board of Directors of the Club, and leading the active committees. The GM is looked upon as the “face” of Edgewood Club and, in “partnership” with key volunteers, is a primary “operational visionary” to ensure that Edgewood consistently executes at an exceptionally high level of personalized service. The GM will continue to look to enhance and elevate the overall membership and staff experience.

A key to his/her success is recognizing the foundation of staff support, mentorship, clear direction, and “walking the talk” and “being present” in his/her natural and engaging style. Paying close attention to the details of finances, budgeting, maintenance, SOPs, overall member experience, staff culture and other key areas of success is critical.

Direct Reports include:

Clubhouse Manager, Grounds Manager, and Department Directors; including Tennis, Membership, and Aquatics.

INITIAL PRIORITIES OF THE NEW GENERAL MANAGER

- Creating a strategic/business plan for the board to accomplish this transition.
- Bring all of the Club’s employees and departments together with a clear focus on the “Edgewood Club Team” and the Club’s goals and mission. Get to know the Staff, building trust, evaluating their abilities, and aspirations, ensuring that they and their respective teams have clear expectations and accountabilities in place.
- Move employees from reporting to the board to reporting to the GM
- Understand, embrace, and execute the Board’s vision and strategy. Work in clear “partnership” with the Board, keeping them actively abreast of results, and transparency.
- Aid in the creation of the 4 pillars of governance for the board; the Club’s Master Plan, including an in-depth understanding of the market and Edgewood’s unique place within the market, Board policy manual, capital reserve study and work with the club’s board and accountant to develop monthly reports which accurately portray the current financial position compared to budget and forecast to ensure financial success for the future.
- In partnership with the Board, the GM must lead the development of a strategic plan/business roadmap for the current and future success of the club.
- Meet and sincerely interact with and engage as many members as possible, “*be present!*” Build trust whenever and wherever possible.

- Develop a report to provide the Board with a thoughtful “State of the Club” analysis following one hundred and twenty (120) days of overview and insight. This document will be part of the ‘roadmap’ to success, staff, plan, budget, and other tactics and strategies for short and longer-term goals and should clearly spell out recommendations and opportunities to ensure “first class” delivery of a highly consistent member experience in all areas.

KEY ATTRIBUTES

- Being a visible, positive, energized, aspirational leader who understands the dynamics of a family-oriented club.
- Effective financial management skills through oversight of annual operating and capital budgets.
- Uses plans and metrics to set goals, measure and report on performance, and make corrections when needed.
- A track record of results in governance/leadership partnership with active Member Boards.
- Skilled in creating and implementing strategic plans; anticipating how the Club continues to evolve is as important as being on the forefront of trends in clubs.
- Superior communication skills, exuding energy, and creativity.
- Strong leadership and team development experience.
- Possessive of a strong record of selecting and developing talent in club senior leadership roles, and helping those departmental leaders continuously develop themselves and their respective staffs in a desire to create a culture of continuous evolution to excellence in execution and delivery.
- An experienced hospitality professional who is member-centric and can create an environment where the staff looks forward to coming to work every day.
- Ability to work closely with the Facilities Management team to ensure that they are properly staffed and funded.
- A confident, diplomatic, and competent professional who is a *doer* and take-charge person and who recognizes the importance of accountability. A problem solver who commands respect through professional interactions and integrity.
- Naturally outgoing, conversant, respectful, and diplomatic, but able to say “no” when appropriate without alienating members or staff while doing so.
- Possess a deep knowledge of active club operations and the use of technology.
- A charismatic individual *with a sense of humor* and a demeanor that is commensurate with the culture and expectations of a friendly, fun, and supportive membership and team of associates. This needs to be evident from day one to prepare the staff and membership for optimistic acceptance of this new operational process.

CANDIDATE QUALIFICATIONS

- A minimum of 3 - 5 years of verifiable, progressive leadership and management experience in similar environments. NOTE: Those current Assistant General Managers or Managers at well-recognized clubs, with verifiable records of achievement, will be ***strongly*** considered for this role.
- Solid governance knowledge to help the club through a “transition”
- A verifiable career track that demonstrates a record of tenure and commitment to previous employers, and that career moves were for enhancement of skills and experiences as opposed to ‘unplanned’ career changes.
- Strong general leadership skills with verifiable strengths in team development, financial performance, diverse recreational amenity management (tennis, family activities, aquatics, and others are especially desirable), quality food and beverage programming, exceptional member/guest service programming, strategic planning, project management, and most importantly the ability to consistently define and achieve goals and objectives.

EDUCATIONAL AND CERTIFICATION QUALIFICATIONS

- A minimum of two years of college with a focus on Hospitality Management is desirable.
- In lieu of a degree, substantial private club or hospitality industry experience will be considered.

- From the club industry, Certified Club Manager (CCM) designation is encouraged with further certifications being of interest as a commitment to on-going and lifelong learning and networking.

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.

SALARY AND BENEFITS

Salary is open and commensurate with qualifications and experience. The club offers an excellent bonus and benefits package including association membership. The Salary range is approximately \$150,000 plus bonus.

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. James Pastoriza; Search Committee Chairman and clearly articulate your alignment with this role and why you want to be considered for this position at this stage of your career and why EC and the Washington, DC 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, March 14, 2024. Candidate selections will occur in early April with second interviews a short time later. The new candidate should assume his/her role in mid-May with some flexibility.

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

“Last Name, First Name - Resume” &

“Last Name, First Name - Cover Letter – Edgemoor Club”

(These documents should be in Word or PDF format)

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

If you have any questions, please email Katy Eliades: at katy@kkandw.com

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