

GENERAL MANAGER PROFILE: MANURSING ISLAND CLUB RYE, NY

GENERAL MANAGER AT MANURSING ISLAND CLUB

Manursing Island Club is seeking a highly capable hospitality professional who has strong leadership experience to be their General Manager. The candidate must be one who embodies and demonstrates a confident servant leadership style that promotes a positive culture with an emphasis on Food and Beverage process and procedure development, service elevation, organizational consistency, team development, and financial management skills while maintaining the highest levels of member satisfaction and retention. The candidate will be an integral part of a high-performing team for one of the most prominent private clubs on Long Island Sound.

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

MANURSING ISLAND CLUB

Manursing Island Club (MIC) is an esteemed, private family club located on one of the most beautiful spots on the Long Island Sound in Rye, New York. Formed in 1911, Manursing opened its doors in June 1912. For more than 100 years, the club has continued to succeed in its mission, as stated in its charter: "To promote the social relations among the members and to encourage a means for the enjoyment of outdoor and indoor sports, games and pastimes of every kind."

Manursing Island Club is a storied, historic tennis and paddle club and was one of three founding clubs to introduce platform/paddle tennis in the 1930's. Today, Manursing continues to uphold its reputation as a premier racquets club with 10 Har-Tru, 2 Hydro, 4 platform and very soon 4 Pickleball courts. MIC has also earned a longstanding high reputation for dining in the Long Island Sound area. In addition to exceptional dining, members also enjoy a beautifully renovated resort style pool area, private beach, popular summer camp, youth sports teams, multigenerational programming and breathtaking views of the Long Island Sound. Club membership is highly sought after and there is currently a waitlist for membership.

MANURSING ISLAND CLUB BY THE NUMBERS

- 494 Members, all categories
- \$8.7M Gross volume
- \$3.2M Annual dues volume
- \$2.4M F&B volume
- 11 Board members, 3-year terms

MANURSING ISLAND CLUB WEBSITE: www.manursing.com

GENERAL MANAGER (GM) POSITION OVERVIEW

The GM will be responsible for all day-to-day operations of Manursing Island Club. The new GM will be a highly visible, hands-on leader who can work collaboratively with team members to manage food and beverage operations including private events and catering, building and property maintenance, finance operations, member communications and member relations, racquets programming, beach and pool, and youth programs. The GM is ultimately responsible for delivering outstanding service and memorable experiences to the multi-generational membership and their guests.

Direct reports include Controller, F&B Director / Executive Chef, Directors of, Racquets, Maintenance, Day Camp, Beach and Pool and Membership Services.

Reporting to the club President, the GM leads the organization in accomplishing its mission of being a vibrant, member-driven, multi-generational club providing all members with extraordinary experiences and legendary services.

Key responsibilities include:

- Attracts, develops, trains, supervises, mentors, and retains an effective senior management team capable of achieving objectives.
- Oversight and accountability for executing high quality service standards in all areas of the club operations.
- This is an operational role that includes daily, high member and staff visibility and interaction throughout the year.
- A verifiable motivator and leader who can bring out the best in others by setting clear goals and expectations, holding them accountable for outcomes, by providing consistent feedback, support and through respectful interaction and professionalism.
- An organizationally focused individual who recognizes that obsession with details and consistency of delivery at a high-level result in high member and associate satisfaction, high levels of quality and an overall outstanding member experience. Keen understanding of quality in all aspects of the club and club operations as well as demonstrable success in leading clubs to continued relevancy and successfully managing evolving membership demographics.
- Maintains exceptional member relations and delivers outstanding membership experiences and satisfaction by creating a quality environment through staffing, programming, operations, and maintenance. Drives creation of a membership experience that retains existing members, drives member utilization and leads to new member growth.
- Proposes appropriate annual and longer-term financial objectives, including the capital budget plan, and manages operations to consistently achieve these goals. Is responsible for achieving operating and financial results consistent with board-approved goals and objectives.
- Verifiable strength in strategic planning and working closely with boards, committees, local municipalities, and other key contributors in developing, executing, and updating strategies to success and relevancy.
- Is committed to making MIC a vibrant, member-driven club and promotes the development of a positive and respectful relationship between members and MIC staff.
- Helps in the development of the long-term strategy; stays abreast of industry trends and challenges and proposes annual objectives and plans that meet the needs of members, employees, and other stakeholders; ensures consistent and timely progress toward strategic objectives; with board guidance, allocates resources consistent with strategic objectives.

EMPHASIZED KEY CHARACTERISTICS

- Presence and outstanding communication skills are necessary for this role and to be successful at MIC. As the primary communicator of much of the information at the Club, proven outstanding verbal and written skills are absolutely critical, as is a keen ability to “listen,” “engage,” “build trust” and “be highly approachable.” One must have strong “executive presence” and truly understand the unique and compelling culture of the club.
- Must be “can do” but have a nurturing, respectful, mentoring style of leadership with staff, carrying themself to a standard other staff want to emulate.
- Developed Food and Beverage operational skills in à la carte, banquets and events planning and execution.
- A “hands on” leader who recognizes the balance between leading, doing and delegating.
- Must be a visionary and mission oriented; anticipating how the Club continues to evolve is important, as is being actively ‘networked’ in the industry to the point of being on the forefront of trends in clubs. He/She should be able to project and steer the club in the right directions for the benefit of the membership.
- A visible, sincerely engaged and hard-working leader that brings ideas to the table and can express those ideas thoughtfully and easily to team members, the Board and standing Committees.

- Being strategic in focus and able to gain support and execute approved plans and directions, sometimes exhorting the Board to make actionable decisions, albeit it with a strong and natural ability to analyze and communicate the reasons behind recommendations.
- Recognizing the need for the continuation of an “employer of choice” approach to attracting, retaining, and developing staff at every level within the greater MIC organization.
- Innately understanding, empathetic, reliable, and relatable to members and staff at all levels.
- Possessive of a strong financial acumen for hospitality trends and metrics, and able to fully comprehend and explain P/Ls, balance sheets, cash flow, and operating, capital, and project management budgets.

CANDIDATE QUALIFICATIONS

- A minimum of 5 - 7 years of progressive leadership/management experience in (preferably) a private member-owned club, or leading hospitality operations outside of the club industry in a similar hospitality operation. True ‘rising stars’ from the club industry who have been verifiably well-mentored and who possess outstanding relationship skills will also be considered.
- Strong personal qualities of integrity, confidence, credibility, energy, commitment, and humor along with exemplary ethics.
- Technologically proficient and recognizing best practices use of technology to improve ‘high touch’ service delivery to members, as well as to more effectively manage and lead operations.
- Someone who respects the history and traditions of the Club, will align with and advance the clubs mission while also being an innovator and a champion of new ideas and initiatives, looking to consistent improvement of member experiences and operational efficiency.
- A true, confident, diplomatic, and competent club industry professional with exceptional “executive presence,” who recognizes the importance of accountability, and who has a strong history of success in working with member boards and committees.
- The ability to adapt and positively contribute to changing and evolving circumstances.
- As noted above, a true “partner” with the Board and Committees, recognizing that he/she needs to be a creative problem solver whose ability to convey ideas, suggestions, and solutions in a thoughtful, well-reasoned manner with a high level of integrity results in high levels of respect.

EDUCATIONAL AND CERTIFICATION QUALIFICATIONS

- A Bachelor’s Degree from a four-year university or college, preferably in Hospitality Management is preferred.
- In lieu of the degree, substantial private club or hospitality experience will be fairly considered.
- From the club industry, Certified Club Manager (CCM) designation is desired, but not required. If without such designation, a commitment to on-going and lifelong learning and strong networking capabilities is critical. If outside of the traditional CMAA background, having verifiable professional development that clearly provides confidence in one’s ability to lead a club and hospitality operation like MIC.

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, along with the typical CMAA benefits, offers an excellent bonus and benefit package.

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 Manursing Island Club search committee/Ms. Betsy Gallagher, President 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 MIC and the Rye, New York 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 Monday May 29, 2022. Candidate selections will occur early/June with first Interviews expected in June 2022 and second interviews a short time later. The new candidate should assume his/her role after Labor Day.

IMPORTANT: Save your resume and letter in the following manner:
“Last Name, First Name - Resume” &
“Last Name, First Name - Cover Letter – Manursing Island 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: katy@kkandw.com

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