



# TOKENEKE CLUB

## General Manager/COO

### Position Overview

The General Manager/Chief Operating Officer (GM/COO) of the Tokeneke Club serves as the strategic and operational leader, responsible for delivering exceptional member experiences through the effective management of all Club operations. Reporting to the Board of Directors and working in accordance with Club bylaws and policies, the GM/COO ensures that all amenities, services, and programs align with the Club's distinctive culture, values, and traditions.

This highly visible and engaged executive sets the tone for a culture of excellence, integrity, personalized service and hospitality. The GM/COO oversees all aspects of the Club, including food and beverage, racquet sports, aquatics, youth programs, facilities and social programming. Key responsibilities include ensuring service quality, financial oversight, staff leadership and development, strategic planning, and the maintenance of the Club's property, plant, and equipment. Success in this role requires a visible presence throughout the Club, a genuine commitment to member engagement, and the ability to lead with both diplomacy and decisiveness.

### Duties and Responsibilities

*The primary role of the General Manager/COO is to directly oversee all Club operations, facilities, programming and activities, while ensuring a fun, safe, and enjoyable experience for all members, guests, and staff in accordance with Club standards.*

***The responsibilities and duties of the General Manager/COO include:***

#### **Administration:**

- Serves as the strategic administrative and communication liaison between all Club constituencies (members, staff, Board, and committees) to ensure transparency and alignment.
- Collaborates cross-functionally with department heads and key stakeholders to integrate programming, services, and communications effectively.
- Acts as the primary staff liaison to the Board of Governors and Club committees, keeping them informed of performance, initiatives, and strategic issues and opportunities.
- Leads effective cross-departmental communication to ensure alignment on goals, expectations, and service standards.

**Personnel Management:**

- Oversees department leaders across all operational areas, including F&B, Beach & Pool, Racquets, Culinary, Maintenance, Communications, and Youth Programs.
- Provides executive leadership and support in the recruitment, evaluation, development, and retention of a high-performing, service-focused team.
- Supervises the Club's CMAA verified internship program including recruitment, housing, transportation, onboarding, and training to ensure a mutually beneficial experience for interns and the Club.
- Manages all Human Resource related functions and processes for all department heads and senior support staff, ensuring compliance with HR best practices and labor regulations.
- Champions a culture of professional development, establishing training programs that support continuous improvement, service excellence, and safety certifications.
- Leads the performance management process in partnership with department heads, ensuring accountability through regular evaluations and coaching.
- Maintains expert-level knowledge of employment law, HR policies, and regulatory compliance.

**Financial Management:**

- Leads the development and management of operating and capital budgets in coordination with the Controller and Finance Committee.
- Partners with the Board, Finance Committee and Long Range Planning Committee on long-range financial planning, strategic forecasting, and capital project execution, and financial strategy.
- Maintains strong fiscal discipline by monitoring department budgets, implementing controls, and instituting corrective action when necessary to ensure achievement of targeted financial goals.

**Member Services:**

- Maintains a visible and engaging presence throughout the Club; actively builds rapport and trust with members across all classifications.
- Fosters a hospitality-focused, member-first service culture that is anticipatory, consistent, and responsive.
- Oversees the design and delivery of programming, events, and amenities that meet the evolving interests and expectations of the membership.
- Gathers and acts on member feedback; collaborates with department heads to continually evaluate, adapt, and improve programming and amenities.

## **Operations:**

- Oversees the Club's daily operations, ensuring all activities, programs, and services are executed in accordance with Club policies, local/state/federal regulations, and the highest standards of safety and quality.
- Provides executive leadership to department heads responsible for all core operations including F&B, recreation, facilities, communications, youth, aquatics, racquets, and clubhouse management.
- Works closely with staff to plan and execute a dynamic calendar of social events, recreational activities, and dining experiences that reflect the Club's values and mission.
- Conducts regular facility inspections and partners with maintenance staff to ensure the Club remains clean, safe, well-maintained, and operationally excellent.
- Directs and leads the planning, oversight, and execution of capital projects, renovations and long-term facility improvements, in collaboration with the Board, committees, and department heads to ensure alignment and successful delivery.

## **Candidate Qualifications**

The ideal candidate for the General Manager/COO role at the Tokeneke Club will bring five (5) to eight (8) years of progressive leadership experience in a private, member-owned club or luxury hospitality environment, with a strong preference for those who have served in top leadership roles at similarly distinctive, tradition-rich clubs. Exceptional Assistant General Managers or Club Managers from highly regarded operations, who have been verifiably well-mentored and demonstrate high potential, will also be considered. Candidates must possess well-rounded skills including team building and development, financial oversight with full P&L responsibility, strategic planning, project and capital improvement execution, and the delivery of exceptional member services across diverse recreational amenities and premier food and beverage operations.

A deep understanding of private club governance and a collaborative, thoughtful approach to working with Boards and Committees are essential. The successful candidate will be a dynamic, hands-on yet strategic leader with a refined presence, high emotional intelligence, a refined ability to balance tradition with innovation, and outstanding communication skills. They must demonstrate a passion for hospitality, an eye for detail, and a commitment to preserving Tokeneke's unique history while driving operational excellence and innovation.

This is a highly visible role, ideal for a relationship driven professional who inspires excellence, builds trust across all constituencies, and fosters a culture of personalized, anticipatory service with the ability to consistently engage a multigenerational membership while maintaining high standards across all areas of operation.

## **Education & Certification Requirements**

College graduate with a bachelor's degree in Business Administration, Hospitality Management, or a similar field of study, with a minimum of 5+ years of leadership experience in a private, member-owned premier level club.

## **Physical Requirements**

This position requires the ability to perform essential job functions with physical demands including standing, walking, reaching with hands and arms, stooping, talking, hearing, and the ability to lift 50 or more pounds.

## **Compensation**

Compensation is commensurate with candidate qualifications and experience.

## **To Apply:**

*Interested applicants are encouraged to submit their resume and a thoughtful cover letter to the Club's Search Committee, at [SearchCommittee@tokenekeclub.org](mailto:SearchCommittee@tokenekeclub.org). No phone calls please.*