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CHIEF OPERATING OFFICER PROFILE: NEW CANAAN RACQUET CLUB NEW CANAAN, CT

CHIEF OPERATING OFFICER AT NEW CANAAN RACQUET CLUB

The new COO of the organization will oversee both the New Canaan Racquet Club and Halo Fitness. This is a premier tennis, pickleball and fitness club located in New Canaan, CT. The successful candidate will embody and demonstrate a management/leadership style that promotes a culture with an emphasis on team development, organizational consistency, process and procedure development and financial management acumen while maintaining the highest levels of service for all club offerings and ensuring high levels of satisfaction and retention.

NEW CANAAN RACQUET CLUB AND HALO FITNESS

New Canaan Racquet Club (NCRC) and Halo Fitness (HF) is a commercially owned club. The Club has been open to the public at its central village location since 1975. Year-round, NCRC provides the greater New Canaan community the opportunity to play and recreate on six, air-conditioned, led lite, newly resurfaced Pro-Cushion courts and 4 pickleball courts. The club utilizes technological advancements in tennis coaching to take players to the next level. With newly installed court cameras and a partnership with TENNIS ANALYTICS, NCRC coaches deliver top-tier coaching. The Club offers a highly functioning junior program, participation in competitive leagues, instructional programs for all levels, private lessons, and access to the pro shop, meeting space, lounge, and locker rooms. Halo Fitness is located below the second-story tennis center and offers a full-service fitness experience including personal training.

NEW CANAAN RACQUET CLUB AND HALO FITNESS BY THE NUMBERS:

- Active tennis players year-round: Approximately 1,500
- Non membership for Tennis and Pickleball; Membership for fitness
- 200 Member fitness facility
- Gross volume: Approximately \$4M
- Number of employees: 25
- Average age of members and patrons: 42

NEW CANAAN RACQUET CLUB WEBSITE: www.NCRCtennis.com

CHIEF OPERATING OFFICER – POSITION OVERVIEW

The Chief Operating Officer (COO) is responsible for the overall success of the New Canaan Racquet Club and Halo Fitness. This executive has operational management authority over the daily operations of the Club, as well as establishing short- and long-term organizational goals, objectives, plans, and policies subject to the approval of the Club owner.

He/she is responsible for the financial and operational stability of the Club and other external activities. Duties include direction setting, management of staff, and all workforce issues as directed by the Owner or his designated representative, including the focus on maintaining quality facilities, safety, services, and programs throughout all recreational offerings.

The COO is responsible for ensuring that the organization follows all state and federal regulations governing the operation. The COO is expected to operate the Club as a first-class organization relative to all stakeholders, the current membership, and the employees. In addition, he/she is the Owner's liaison to the staff of the Club and, as such, allows the Owner to focus on longer-term strategic issues and avoid short-term operational issues, which are the staff's responsibility.

The COO will work closely with the Owner, to develop his/her agenda and to make certain that he/she has the appropriate reports and financial information needed to monitor club operations, to understand its financial position, and plan for future club needs. The COO will provide administrative and financial direction, on both the gross and net revenue, and the COO will be available for managerial counsel on all matters. The COO will work closely with the Owner, and the various department heads to ensure that the primary goal, a high level of membership satisfaction among the many constituencies, is achieved.

The COO is responsible for executing the Owner's vision for the Club and communicates recommendations regarding club operations and policies. The COO informs the Owner, about important matters by providing pertinent information and investigating more efficient operating procedures with new club activities. He/she will also complete all responsibilities and duties as prescribed in the job description and will perform other duties as directed by the Owner.

The COO will play a critically important role in maintaining and enhancing the spirit and culture of the Club, its membership, patrons, and its employees. He/she will be a visible, warm, and welcoming person who will be personally involved, on a regular basis, in the front of the house; both in terms of setting the tone and the training of employees and in being personally present at events, both big and small. The COO must understand and enhance the intangibles that make NCRC and Halo a unique environment in the world of this upscale community.

The COO has all department heads reporting to him/her, including Director of Racquets, Fitness, Communications, High Performance, Adult and Junior coordinator, Director of Maintenance, Head racquets professional and Personal trainers.

INITIAL PRIORITIES OF THE NEW CHIEF OPERATING OFFICER

- Establishing a strong, collaborative relationship with the Owner and staff built on trust, transparency, and open communication.
- In conjunction with the Owner, developing the strategy, objectives, and operating plans for the operations.
- Planning, directing, coordinating, and evaluating all activities of the Club to ensure that it effectively carries out the Owner's objectives in the areas of Finance, Programming, and Legal, as well as other areas the Owner deems desirable.
- Delivering first-class racquets, training, and customer experiences.
- Continuing and building upon the positive member experience, culture, philosophy, and programs to maintain New Canaan Racquet Club's long-standing positive reputation in the region.
- Must be comfortable and competent in being an integral and proactive part of developing relationships that lead to membership interest and/or business opportunities and is effective in orienting new clients so their initial experience with the organization is constant.
- Is a catalyst for identifying new programs/services and enhancing current ones for players and guests to increase club usage, member satisfaction, and revenue.
- Ensuring appropriate practices to maintain fiscal responsibility and stability for the Club, including the design, implementation, and function of effective financial planning that includes the preparation of annual budgets.
- Analyze financial statements, manage cash flow, and establish controls to safeguard funds.
- Review income and costs relative to goals and take corrective action as necessary.
- Establish and monitor compliance with purchasing policies and procedures.
- Oversee the care and maintenance of all the Club's physical assets and facilities.
- Coordinates work of all outside contractors.

- Maintaining disaster and emergency plans and systems and ensuring that club personnel is trained and rehearsed in correct disaster and emergency procedures.
- Seeking and capitalizing on opportunities for improving the Club's present services to its members, patrons, and their guests as it relates to presenting them against the region's competitive marketplace.
- Be a "Visionary." Ensure New Canaan Racquet Club and Halo Fitness are constantly evolving, and the COO must have the ability to blend changes that are required by the progressing and balancing of needs of the new and younger members.

CANDIDATE QUALIFICATIONS

- A minimum of 5-7 years of verifiable, progressive leadership and management experience in an active, athletic-orientated club environment. NOTE: Current Assistant Chief Operating Officers or Club Managers at well-recognized clubs with verifiable records of achievement will also be considered for this role.
- Strong general leadership skills with verifiable strengths in financial performance, team development and engagement, diverse recreational amenity management, programming, strategic planning, project management, and the ability to consistently define and achieve goals and objectives.
- Ability to act as a "courageous thought partner" with the Owner, working to create a strong bond and communication exchange of diplomatic openness.
- Superior communication skills, exuding energy, and creativity. Capable of building relationships with the patrons, the Owner, and all staff. Able to reach out to the community and represent the Club at other local groups and regional clubs.
- Effective financial management skills through the development and oversight of the annual operating budget.
- Continual visibility to patrons and staff as the face of the Club.
- Developing a strong team culture through good hiring, training, and consistent communication.
- Developing strong team members through awareness of a person's career goal and mentorship while providing opportunities for personal and professional growth.
- Recognizing changing trends in the environment and harnessing ongoing and updated tools to build organizational capacity, reliability, and continued progress.
- Establishing clear goals, objectives, and timelines for the team, while providing alignment and accountability to reach them.
- Bringing the creative ideas of others to market, offering good judgment and insight about what new advancements will work to the Club's advantage, and facilitating team brainstorming.
- Member Focus: dedicated to meeting the expectations and requirements of the members and their guests; gets first-hand member information and uses it for improvements in products, programs, and services; always acts with the members in mind; establishes and maintains effective relationships with members and gains their trust and respect.
- Community Commitment: recognizing that NCRC is intended to be, and is, a significant enhancement to the community, will engage in activities that promote the interests of NCRC in the community.

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 from a four-year university or college is desirable, preferably in Hospitality or Business Management
- In lieu of the degree, substantial private club or hospitality experience will be considered.
- Certified Club Manager (CCM) designation is preferred, but not required.
- General knowledge of racquets, fitness or athletics is beneficial.

SALARY AND BENEFITS

Salary is open and commensurate with qualifications and experience. The Club offers a bonus and benefits package including association membership.

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. Anthony Domino, Owner/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 as well as why NCRC, Halo Fitness, and the Fairfield County 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 April 9, 2023. Candidate selections will occur in mid to late April. The new candidate should assume his/her role in 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 – New Canaan”

(These documents should be in Word or PDF format)

Note: Once you complete the application process for this search, you are not able to go back in and add additional documents.

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

If you have any questions, please email Alice Stevens: alice@kkandw.com

Lead Search Executive:

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