



JOB TITLE: General Manager

REPORTS TO: CEO

DEPARTMENT: Administration

LOCATION: The Union League of Philadelphia

DESCRIPTION:

Ability to lead a diverse group of managers and staff in a complex hospitality environment, while delivering the highest levels of quality and service to our members and guests in keeping with the League's status as a Platinum Club of America and a leader in the club industry. Ensure daily operations of the club are consistent with the League's objectives, strategies, and policies. Full fiscal understanding of the League's finances and how to best manage the organization within those parameters.

RESPONSIBILITIES:

SUCCESS TRAITS OF GENERAL MANAGER:

- Results-oriented, who can keep self and other departments accountable to high standards and key business results.
- Provides leadership with strong team building and motivation.
- Strategic partner with Board of Directors and Senior Management team, to develop and execute a long-term strategic plan to achieve the organization's goals and objectives.
- Strong financial management including budgeting, financial reporting, and financial analysis.
- Recommends action plans to improve financial performance.
- Creative and visionary leader, able to balance the successes and traditions of the Club, while bringing forth innovation, industry best practices and trends to elevate the Club's goals and reputation.
- Effective communication skills to effectively engage with members and staff by building relationships, and inspiring others to support the Club's mission and culture.
- Supporting and being a team-player is an especially important skill set, as is the ability to provide clear and measurable goals for continuous development of senior managers and their teams.
- A proven history of challenging the 'status quo' without alienating various constituencies affected by change management efforts.
- Ensure key performance indicators are established and consistently maintained for all club operations.
- Adaptable and flexible to changing needs of club programming and demographics.
- Committed to the organization's mission and making a positive impact within the community.

FOCUS AREAS:

- Learn the culture, operations, and member preferences before making any drastic changes.



- Engage with the team, especially senior staff in all areas of operations, getting to know them, evaluating their abilities and aspirations, and ensuring that they and their respective teams have clear expectations and accountabilities in place.
- Have strong administrative skills and a proven ability to recognize and articulate the needs of the Club to maintain a healthy financial position through analytical and data accumulation for enhanced decision-making.
- Emphasis placed on Food & Beverage Management – displaying an ability to reduce costs while maintaining quality.
- Maintain the safety and security of the building and protect the physical plant by implementing daily and weekly inspections.

KEY RESPONSIBILITIES, KNOWLEDGE, SKILLS, APTITUDES, AND OTHER TRAITS:

- To ensure an exceptional club experience for all members and guests of the Club.
- Prepare, implement, and manage the annual capital/operating budgets through coordination with the Executive Committee and Department heads to ensure the Club's profitability.
- Ensure proper safeguards and controls are in place the League's assets for both physical and financial safety purposes.
- Works with each director to set goals and meet with them regularly to reevaluate the goals.
- Works with the managers to set the highest standards for hiring at all levels while managing the budget.
- Actively participate in Board and League committee meetings as needed.
- Ensure that the League's facilities and amenities are maintained in good condition in accordance with the established maintenance budgets and approved long range plans.
- Ensure that the club operates in compliance with all applicable local, state, and federal regulatory requirements.
- Highly attentive to details.
- Enforce the club's policies and by-laws.

REQUIREMENTS:

- Bachelor's degree in business administration, Hospitality Management, or related field of study.
- Minimum 8-10 years of experience in club management, event planning, food, and beverage management. If outside of the traditional club background, having verifiable professional development that clearly provides confidence in one's ability to lead a club and hospitality operation.
- Previous experience of managing an operating budget with similar club demographics and P&L responsibilities.