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GENERAL MANAGER PROFILE: BELVEDERE TENNIS CLUB TIBURON, CA

THE GENERAL MANAGER OPPORTUNITY AT BELVEDERE TENNIS CLUB

Belvedere Tennis Club (BTC) is seeking a General Manager who exemplifies experience running small-business operations, working hands-on with department heads to help optimize towards goals (both Member satisfaction and financial), and who will continue to support building our community where families and people come for tennis and great conversation. The candidate embodies and demonstrates an ability to work with a variety of personality types, promotes a positive culture throughout the club, leads towards organizational consistency, and has strong financial management and cash flow skills, all while driving towards the highest levels of member satisfaction.

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

ABOUT BELVEDERE TENNIS CLUB AND COMMUNITY

The BTC was founded in 1957 by residents who sought to provide members and their families with a small, intimate, family-friendly Club that offers great tennis and a place to gather as a community. Through the years, the BTC has evolved to become a vital part of the local community and continues to provide both recreational and competitive tennis opportunities, along with a variety of social programs in an environment of friendship and decorum. We pride ourselves in providing tennis opportunities for those who have played a long time, as well as those who are new to the game. Tennis helps bring our community together and we continue to foster the love of the game and are extending it with new racket sports like Pickleball.

While Tennis is our main focus, many families come to enjoy our beautiful pool area, as well as our well-known exceptional Chef and food service. We offer many activities and social events that are family-focused throughout the year.

MISSION STATEMENT

To foster the game of tennis for all levels and create an intimate, social atmosphere for all members and their families. The Belvedere Tennis Club provides tennis, swim, fitness, and social facilities, as well as a wide variety of programs for all ages.

BELVEDERE TENNIS CLUB BY THE NUMBERS

- Overall operational revenue: \$3,000,000
- Initiation Fee: \$25,000
- Annual dues: \$5,364 (\$1,287,360 total)
- F&B volume: \$550,000
- Employees: 14 FT, 12 PT and 14 Seasonal
- Annual F&B minimum: \$800
- Average age of member: 45
- Membership: 220 Family and 20 Single Proprietary
- The Club is organized as a 501(c)(3) and is a not-for-profit corporation
- Board members serve a three-year term, Board Members: 9
- Volunteer committees: Finance, Membership, Tennis, F&B, Social, House & Grounds and Pool/Fitness
- The GM reports to the Board of Directors

BELVEDERE TENNIS CLUB WEB SITE: www.belvederetennisclub.com

GENERAL MANAGER - POSITION OVERVIEW

The Board desires a GM who functions in a COO-like fashion, working very closely with the Board of Directors of the Club to ensure strong Member satisfaction and service offerings, stable financials and cash flow, and that our facilities remain pristine and top quality. The GM is looked upon as the face of BTC and is expected to get to know all our members and reinforce our club culture and rules among all. We have active Committees and the GM partners with our volunteers to help bring programs and ideas to life and ensure they align with Club operations. The GM continuously seeks ways to enhance and elevate the overall membership and staff experience.

A key to his/her success is getting to know members and fostering our overall member experience of quiet luxury, while not being afraid of helping the membership understand their responsibility towards the club environment and culture. This person will need to work at every level, getting into the details with his/her team to make sure the ambiance and grounds are pristine and kept up and setting clear direction for staff. Being present and engaging is essential. Paying attention to the details of finances, maintenance, SOPs, overall member experience, staff culture and other key areas is critical. He/she needs to be able to work with department heads to ideate on ideas for improvement and see where they need help implementing. Outstanding communication skills, especially the demonstrated ability to listen and respectfully respond, is essential to success at BTC.

DIRECT REPORTS

- Director of Tennis
- Facilities Manager
- Head Chef
- Head of bar
- Office Staff

SKILLS AND EXPERIENCE NEEDED

- Operationally strong -- attention to detail, rigorous processes, makes stuff happen when asked, able to delegate to and motivate team to action, provide precise and timely guidance, eyes on all parts of the club (front and back of the house, maintenance).
- Good people manager -- inspires loyalty and engagement, sets vision that motivates the team to action, models taking initiative.
- Financial acumen -- able and incentivized to drive financial performance. Grill/restaurant experience preferred. Proven track record of managing a small business type budget with more constrained cash flow. Able to analyze financial data to troubleshoot issues.
- Tech savvy -- knowledge of Club Essentials or other software, able to establish systems/implement technology that enable better operations and meet objectives (such as grill analysis to address budget challenges).
- Enthusiastic about fostering a tennis culture at the club that is inclusive at all levels, understands rules and culture of tennis, a plus if connected to tennis community in Bay Area.
- Strong verbal and written communications.
- Kid programming experience/enthusiasm.
- Experience running ongoing operations of institutions, stable-state experience.

PERSONAL ATTRIBUTES

- An innate understanding of the people and culture of our club -- high EQ, warm and attentive, culture builder, adaptable to different constituencies.
- Willing to get into the details and do what is needed given our lean staffing.
- Staying power -- commitment of 3 years minimum.

- Passion for small clubs; understands the distinction of an intimate family atmosphere that also appreciates an elevated experience.
- Entrepreneurial mindset.
- "Kind, not nice" -- confidence and willingness to hold the membership to the rules.
- Able to capture and hold the essence of the club (collegial with membership, not subservient).

CANDIDATE QUALIFICATIONS

- A minimum of 5 years of management experience in an active, private member-focused club or a premiere hospitality environment. NOTE: Those current Assistant General Managers or Club Managers at clubs or in the hospitality field, with verifiable records of achievement, will be considered for this role.

EDUCATIONAL AND CERTIFICATION QUALIFICATIONS

- A Degree is highly desirable, preferably in Hospitality Management or Business. Experience in the hospitality industry, running a small business, or other private club or hospitality experience will be considered. CCM designation a plus.

SALARY AND BENEFITS

Salary is open and commensurate with qualifications and experience, including a bonus target and benefits.
Salary Range: \$150,000 to \$200,000.

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 in your LinkedIn Profile.

Prepare a thoughtful cover letter addressed to Ms. Lizi Cruz, 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 the BTC and the Bay 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 June 1, 2024. Candidate selections will occur early that month with zoom Interviews in mid-June and live interviews in late June. The new candidate should assume his/her role in as soon as reasonable, ideally in early August.

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

"Last Name, First Name - Resume" &

"Last Name, First Name - Cover Letter – Belvedere"

(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 Katy Eliades : Katy@kkandw.com

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