

# KOPPLIN KUEBLER & WALLACE

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## **GENERAL MANAGER PROFILE: DALLAS PETROLEUM CLUB DALLAS, TX**

### **GENERAL MANAGER AT DALLAS PETROLEUM CLUB**

We are leading the search for a new General Manager at Dallas Petroleum Club. This is an opportunity for an inspirational leader to guide this historic club as it settles into its new luxury location in the Hunt Building. The ideal candidate must be able to lead with vision, have a track record of success, and be able to inspire a tenured and loyal staff to provide members with engaging club experiences. The candidate must be member-focused, a team and culture builder and a creative leader focused on continuing to build the Dallas Petroleum Club.

Club members love the culture and atmosphere that has been built throughout the years and expect their club to be excellent in all facets of the operation. This high bar requires an understanding of how to implement exceptional experiences relevant to the historic Dallas Petroleum Club. The club's designation as a Platinum Club of America for almost three decades is an expectation that the club desires to achieve for years to come. To do so, the Ideal candidate will have an in-depth knowledge of food and service operations, event programming, and how to foster member engagement with an active calendar of attractive events.

The ideal candidate will be a seasoned hospitality professional with exceptional executive presence, financial acumen, and strong leadership skills. He/She will excel in enhancing club services and staying innovative in management trends. This individual is approachable, and respectful, and fosters a member-centric culture, holding their team accountable and building their skills. He/She should have a proven track record in high-quality food and beverage operations, prioritize member satisfaction, adapt well to change, and value personal interactions. Confident and diplomatic, he/she will thrive in working with a dynamic Board and members, ensuring accountability and success.

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

### **ABOUT DALLAS PETROLEUM CLUB**

Founded in 1934, the Dallas Petroleum Club evolved from a group of prominent oilmen into one of the finest private city clubs in the country, serving professionals in various fields. Its members include oil and gas executives, as well as members who are drawn from the business, finance, education, government, medicine, and the arts communities. They all cherish the club because of the personal attention and exceptional service they receive once they enter its quarters. Surrounded by elegant furnishings and works of art, members and their guests enjoy fine dining, social events and private conference facilities. Located in the magnificent Hunt Building, the Club is part of the cultural fabric of the City of Dallas and the surrounding Arts District.

Today, as it has for three quarters of a century, the Dallas Petroleum Club represents an uncompromising standard of value and service for Dallas' professional men and women. It is recognized as a Distinguished Elite Club of the World, as determined by the annual Distinguished Clubs award program conducted by BoardRoom magazine. The club has consistently been voted a Platinum Club of America and ranked as one of the top eleven city clubs in the USA.

The Dallas Petroleum Club represents growth and exists to broaden members opportunities in the business world and to nurture and sustain their social connections within the city. The Club's activities are aimed at promoting the membership's intellectual well - being as well as to cater to their cultural sensibilities.

## **DALLAS PETROLEUM CLUB BY THE NUMBERS**

- Approximate number of members: 1,351
- Average age of Members: 56 years
- Gross Volume approximately \$6.5M
- Annual Dues Volume of approximately \$3M
- F&B Volume approximately \$2.5M
- Approximately 50 Full-time Employees
- 12 Board Members with 3-year terms
- Initiation Fee: \$3,000
- Annual Dues: \$4,136
- Dallas Petroleum Club is an organized 501 (c)(7)
- POS System – Sage 100

**DALLAS PETROLEUM CLUB WEBSITE:** [www.dallaspetroleumclub.com](http://www.dallaspetroleumclub.com)

## **GENERAL MANAGER – POSITION OVERVIEW**

Dallas Petroleum Club General Manager(GM) manages all aspects of Club operations to ensure maximum membership satisfaction and is responsible for the efficient and effective management of the Club's activities consistent with its policies and objectives.

The GM is expected to build upon the long-standing culture of the club. They must understand excellent service and exceptional standards of quality, combined with an eye for detail in all areas of service, décor, and housekeeping. It is critical to ensure that all members of senior management and staff recognize these key drivers to success as well.

He/she must possess strong operational and financial skills with proficiency in overall club member engagement and satisfaction. Additionally, of critical importance is the ability to set standards of excellence for staff, operational efficiency, and property maintenance. To be the leader in ethical, passionate, and professional behavior and modeling.

The GM must have strong communication and people skills, with a commitment to excellence on all levels and the ability to convey and encourage a strong service culture throughout this city club. Visibility and sincere engagement with members and guests of the Club are of utmost importance.

The GM will enforce club rules in a professional and supremely diplomatic manner with the support of the Board. Additionally, he/she must have an inherent diplomacy to respectfully, and effectively engage with a wide range of constituencies---boards, committees, members, senior staff, line staff, vendors, Hunt building management government officials, and others with whom the Club relies upon for its overall success.

## **ESSENTIAL DUTIES, RESPONSIBILITIES, AND COMPETENCIES OR STYLE NEEDS**

The new GM is expected to provide or possess the following:

### **Leadership:**

- A sincere desire to build relationships with members, staff, and others who contribute to the overall well-being and success of the Club. Someone who clearly “inspires” others in all that he/she does by how they conduct themselves in an always appropriate manner.
- A strong attention to the details of success and the ability to articulate and memorialize standards expected of each contributing constituency within the Dallas Petroleum Club organization.
- Keen and relevant understanding of modern social and club-related trends that shape current and future recruitment and retention of members and staff, implementing or ensuring that the Club is viewed as a proactive leader in innovations, engagement, and satisfaction levels of members and staff.

- An especially strong financial acuity to ensure that balancing trends and issues are performed within financial metrics to maintain membership and engagement levels.
- A strong leader with an ability to listen to members and staff, with empathy to understand the needs of members and staff, and with a presence that can be seen through their involvement.
- Focused on continuing to build upon the DPC culture and history.

#### Operations:

- Takes personal ownership of operations, being especially aware of the physical plant and overall presentation of the operation, including the need to be consistently “member ready and focused” in both appearance and service.
- Owns the execution of the budget in providing the right level of service while also balancing the financial outcome for the club.
- Plans, develops and administers operational procedures in concert with the Club’s policies and strategic direction.
- Develops and maintains a sound organizational plan, including proactive leadership to ensure that key staff positions and quality of personnel are in place and supportive of the big-picture goals for the Dallas Petroleum Club.
- The GM assumes the responsibility to align staff services, implement creative ideas, and deploy the resources necessary to fully engage the membership for their enjoyment as well as to build member loyalty to the Dallas Petroleum Club.

#### Financial Management:

- Works with the President and Board Members to develop the Club’s longer term strategic direction and initiatives.
- Coordinates the development of the annual operating and capital budgets for Board approval by supervising and coordinating with the Chief Financial Officer and collaborating with the Finance Committee. Monitors monthly financial statements and takes proactive corrective action as needed.
- In conjunction with key departmental leaders, ensures that the Dallas Petroleum Club meets its fiduciary responsibilities while conducting its business functions.
- Review and plan near-term and future capital projects, needs, and expectations, ensuring near-term expenditures are appropriate and well-conceived. Owns project execution in conjunction with the Board.

#### Personnel Management:

- Is actively involved in the furthering of a member-centric service culture: setting standards, processes, and ongoing training while providing leadership for managers and staff Club and ensuring the staff culture is equally as positive, supported, and sees the same level of personal attention and engagement.
- Ensures that a vibrant performance management system is in place and followed. Establishes a strong culture of attention to detail, consistency of quality execution, positive and supportive staff engagement, and sets very clear accountabilities supported by measurable goals and objectives.
- Recognizes and celebrates the Latin culture of the workforce.

#### Communications:

- The GM must be an exceptional communicator, have adroit interpersonal skills, and instinctively know how to make members, guests, and staff feel that they are treated in a gracious, professional, and sincere manner. Further, he or she must be able to communicate these expectations to staff with diverse backgrounds and promote buy-in, so they understand and execute those expectations.
- Must possess strong working knowledge of technology, electronic communications, and social media to be utilized in such areas as mobile applications, member newsletters, and electronic updates, and have a proactive and curious nature to continue to evaluate potential new technologies to leverage high-tech to improve high touch.

### **KEY AREAS OF INITIAL FOCUS**

- In collaboration with appropriate team and Board/Committee members, ownership of the overall financials, reports, and processes.
- Building employee morale and engagement, primarily by being exceptionally proactive in engagement throughout the operation, learning names, spending time to know and understand the team and issues, and learning the procedures and ebb and flow of business.
- Focus on the organizational chart, determining if appropriate for near future success and filling open key positions.
- Evaluate the overall member service experience and how it dovetails with employee morale, the accountabilities and responsibilities of key departmental leaders, and further the plan for continuous improvement.
- Meet with key volunteer leaders, observe, listen, and learn expectations, and diversity of thoughts, and communicate to the Board a measurable plan for the first 100 days.
- Work with board and staff on proposed one and two-year success milestones and goals.
- Review the overall F & B operation, its consistency of execution, and overall standards for success.
- Simply, work diligently to develop the trust and confidence of all stakeholders by being thoughtful, candid, proactive, available, approachable, and by listening and respectfully responding.

### **CANDIDATE QUALIFICATIONS**

To perform this job successfully, an individual must be able to perform each essential duty and have the leadership experience to validate the candidate's qualifications. The requirements listed above are representative of the knowledge, skills, and abilities required. Reasonable accommodations may be made to enable individuals with disabilities to perform essential functions.

### **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.
- Certified Club Manager (CCM) designation preferred.

### **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 offers an excellent 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 in your LinkedIn Profile.

**Prepare a thoughtful cover letter addressed to Dallas Petroleum Club Search Committee/Mr. Jack Lafield, Search Chairman,** 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 DPC and the Dallas 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 Friday, August 16, 2024. Candidate selections will occur late August with first Interviews expected in early September 2024 and second interviews a short time later. The new candidate should assume his/her role by late October 2024.**

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

"Last Name, First Name - Resume" &

"Last Name, First Name - Cover Letter – Dallas Petroleum Club"

(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](mailto:katy@kkandw.com)

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