

GENERAL MANAGER PROFILE: THE UNIVERSITY CLUB OF NEW YORK NEW YORK, NY

THE GENERAL MANAGER OPPORTUNITY AT THE UNIVERSITY CLUB OF NEW YORK

The University Club of New York, a historic and distinguished private institution, is seeking a dynamic and highly skilled General Manager to oversee operations and uphold its legacy of excellence and tradition.

The General Manager will be a critical leader to ensure the Club's continued success, collaborating with the House Committee and Council (governing body), inspiring the dedicated staff, and engaging with an esteemed membership. Their leadership will drive strategic initiatives, ensure financial stability, and preserve the Club's revered reputation.

This role presents an opportunity to lead one of New York's most iconic establishments, make a lasting impact, and contribute to its rich heritage.

THE UNIVERSITY CLUB OF NEW YORK

Founded in 1865, by a group of college friends, the University Club's original charter was established "for the purpose of the promotion of literature and art, by establishing and maintaining a library, a reading room, a gallery of art, and by such other means as shall be expedient and proper for such purpose." The fourth and present Club House was completed by McKim, Mead & White in the style of an Italian Renaissance Palazzo, The University Club is a historic landmark and among the premier private clubs in the world. The Club, located in the heart of New York City's shopping, financial, and cultural districts, is far more than an architectural landmark—it is a premier private club that offers its members and their guests a blend of elegance, tradition, and exceptional service. Renowned for its gracious dining, luxurious accommodations, extensive athletic facilities, and the world's largest and most prestigious private club library, the University Club provides an unmatched experience in comfort and sophistication. Steeped in tradition, the Club fosters a warm and welcoming atmosphere, maintained through the dedication of its enthusiastic member volunteers who continually adapt its offerings to meet modern needs. Members are truly the heart and soul of the Club, contributing to its vibrant and dynamic community.

The Library with some 100,000 volumes and periodicals, is a special resource for members and guests. Patterned after the Borgia apartments of the Vatican, the Library's relaxing environment is suited for reading, study and contemplation. One of the great treasures of the Library is the extraordinary collection of rare books. The Library staff provides extensive reference and research assistance. In addition, the staff is responsible for the Club's collection of fine arts, which includes over 200 paintings, sculptures and prints.

Recognized for its fine cuisine and impressive and outstanding wine cellar, the Club is a favorite dining destination for members and guests. The onsite wine cellar boasts an impressive collection of over 25,000 bottles, featuring a diverse selection of wines and liquors. Excellent service and elegant surroundings provide only the finest. Offerings include: breakfast, lunch and dinner and during the summer months, al fresco dining and cocktails on the terrace. Member dining experiences are also highlighted throughout the year by theme-dinners, holiday buffets, and Chef Wine Table events.

The Club offers thirteen distinctive rooms to host private events ranging from intimate gatherings to grand celebrations for up to 300 guests. Whether hosting a private board meeting or an elegant wedding, the Club's professional staff ensures impeccable execution, from customized menus to seamless service.

The Club's ninety-seven guest rooms are exquisitely appointed, featuring Chippendale-style furniture, luxury linens, and period-style bathrooms. Guests enjoy amenities such as high-speed Wi-Fi, flat-screen TVs, complimentary mini-bars, and signature bath products, ensuring a seamless and comfortable stay. Junior and Deluxe suites elevate the experience further with additional living areas, king-size beds, and dining spaces, making them ideal for longer stays or special occasions.

The Club also maintains two fitness centers, one for men and one for women. Both are complete with state-of-art strength training and cardiovascular equipment, lockers, laundry service, exercise rooms, massage services and steam rooms.

Personal training, core conditioning, yoga and walking tours are also offered. A world-class squash facility includes a doubles court, six international courts, pro shop and lounges. A team of squash professionals assist in helping members improve their game and help to arrange matches.

Beyond its facilities, the Club's midtown Fifth Avenue location provides easy access to the vibrancy of New York City, making it an ideal home-away-from-home. Combining tradition with modern luxury, the University Club remains a symbol of excellence and a hub for meaningful connections.

THE UNIVERSITY CLUB OF NEW YORK BY THE NUMBERS:

- Gross volume – approximately \$44.5M
- Approximately 200,000 square feet across 11 floors plus a basement and a cellar
- Membership dues revenue – approximately \$16M
- Capital Dues - \$90/quarter
- F&B volume – approximately \$17M; 40% a la carte 60% catering and events
- POS and Payroll System - Jonas
- Rooms (accommodations) volume – approximately \$7.5M
- # of Employees (FTE) 293 in season; Seasonal 30 – 50; there are approximately 175 full-time union employees, 50 part-time union employees and 65 non-union full-time employees
- Current union contract expires in June of 2028
- Annual payroll - \$18.8M
- 29 Council Members serving three-year terms + 7 Officers
- Committees: Standing: House, Admissions, Audit, Capital Planning, Finance, Squash & Racquets, Library & Arts, Young Members, Club Activities, Members Nominating, Advisory Committee of Former Presidents; Informal: Annual Events, Backgammon, Billiards, Lecture, Bridge, Member Enhancement, Musical Affairs, Special Events, Wine, Non Resident
- Average Age of Members - 58
- Members: Resident approximately 2539; Non-Resident approximately 1509, Life 143 - Annual Dues for a Resident Member - \$5460; each of the other classes of membership are typically a percentage below this amount
- Initiation Fee - \$15,000

THE UNIVERSITY CLUB OF NEW YORK WEBSITE: www.universityclubny.org

GENERAL MANAGER POSITION OVERVIEW

The General Manager of the University Club is responsible for visionary leadership, operational excellence, and an unwavering commitment to delivering an exceptional member experience. He/she manages all aspects of Club operations to ensure service excellence while fostering a culture of hospitality and teamwork. The General Manager will lead a diverse staff in providing unparalleled services and amenities: gracious dining, luxurious accommodations, social events, extensive fitness and squash facilities; and the world's premier private club Library. This is done in accordance with the rules and regulations established by the President and Council, with his/her input, and within an annual budget authorized for Club operations. The General Manager is also responsible for partnering with and assisting officers of the Club and committee chairs as described by the bylaws and policies. Being adept and effective in leading and navigating to success in an active non-profit council (board) and committee environment is critical.

The General Manager must have the ability to understand and embrace the unique culture of the Club based on its academic ideals, while balancing the business side of operations---F & B, guest rooms, programming, member services and amenities, HR, staff development, union requirements, etc. In addition, the General Manager shall regularly engage and interact with the Union.

While a large, diverse, and multi-faceted operation, The University Club of New York requires a respectful, professional, detail-oriented leader who has the unique ability to seem to be everywhere, whether a member function, behind the scenes with staff, Council or Committee meetings, or involved in union negotiations. This new leader will bring high energy, and be an organized, calm and composed manager with highly developed business and strong interpersonal skills to successfully manage the Club. The University Club of New York is an urban oasis for its members and the goal is that programs, events, symposia should engender the camaraderie and fellowship which are a hallmark.

ESSENTIAL DUTIES, KEY RESPONSIBILITIES

The new General Manager is expected to provide or possess the following:

Strategic Leadership

- Collaborate with the Council and various Committees to develop and implement short term and long-term plans.
- Ensure alignment of operations with the Club's mission, vision, and values.
- Identify and implement initiatives to bolster the Club's prestige and relevance in the evolving private club landscape.

Food and Beverage

- Adhere to high standards of service and culinary preparation.
- Dedicated to ongoing improvement of the member dining experience.
- Provide an attractive blend of current culinary trends and tradition.

Member Engagement

- Deliver an exceptional member experience by upholding the highest standards of service, facilities, and programming.
- Actively engage with members to understand their needs and address concerns.
- Oversee communication strategies to keep members informed and engaged.

Operational Oversight

- Direct and supervise all operational departments, ensuring efficiency, quality, and adherence to Club policies.
- Oversee the maintenance and enhancement of the Club's historic and landmarked facilities.
- Ensure compliance with all regulatory requirements and Club standards.

Financial Management

- Develop and manage the annual operating and capital budgets, ensuring financial sustainability.
- Analyze financial performance and present regular updates to the Finance Committee, House and Council.
- Identify opportunities to optimize revenue while managing costs effectively.

Facilities Maintenance and Capital Improvements

- Attention to details throughout the Club House.
- Maintain the facility and building systems with the objectives of enhancing architectural beauty, finish, and efficiency.
- Protect and preserve the Club's unique art and architectural treasures.
- Collaborate on capital reinvestment strategies to develop the facilities to provide updated member services and amenities.

Staff Leadership

- Recruit, develop, and retain a high-performing team dedicated to the Club's values.
- Foster a collaborative and positive workplace culture in a Union environment.
- Ensure clear communication, professional development, and accountability across all staff levels.

Governance Support

- Serve as the primary advisor to the Club's Council, providing insights, data, and recommendations to guide decision-making.
- Ensure the implementation of Council and House directives and policies.
- Maintain clear communication with the Council and its committees.

KEY AREAS OF INITIAL FOCUS

- In collaboration with appropriate team and Council/Committee members, ensure that the overall financials, reports, and processes are in place and followed.
- Develop and sustain a culture of excellence throughout the organization. Manage team performance rigorously, providing actionable feedback and fostering a culture of accountability. Make tough decisions when necessary to maintain organizational standards.
- Bolster employee morale and engagement through proactive, engaging leadership with the team. Quickly gain in-depth knowledge of the ebb and flow of the Club's business and identify opportunities for improvement.
- Ensure that the correct management team is in place and foster an environment where continuous learning and development is valued. Continuously monitor that each key manager has a potential successor.
- Evaluate and monitor the overall member experience
- Meet with key volunteer leaders, observe, listen, and learn expectations, diversity of thoughts and communicate to the Council a measurable plan for 180, 365- and two-year success milestones and goal posts.
- Review and respond to the recent member survey, determining and memorializing appropriate goals, accountabilities, measures of success and timelines for accomplishment.
- 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 key contributors by being thoughtful, candid, proactive, available, approachable and by listening and respectfully responding.

CANDIDATE QUALIFICATIONS

To perform this job successfully, the General Manager must be able to perform each essential duty. The requirements listed above are representative of the knowledge, skill, and abilities required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

EDUCATIONAL AND CERTIFICATION QUALIFICATIONS

- A BS or BA degree from an accredited college or university, preferably in business or hospitality management or equivalent experience is required.
- Minimum of five (5) years' experience in a similar role, preferably in a high-end member-based facility, hotel, resort or similar member organization.
- A CCM and CCE designation or similar accreditation outside of the club industry is desirable.

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 will be determined and commensurate with qualifications and experience. The Club offers an excellent bonus and benefits package including association membership. *Salary Range: \$400,000 to \$475,000.*

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 on your LinkedIn Profile.

Prepare a thoughtful cover letter addressed to The University Club of New York search committee 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 UCN and the New York 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 March 18, 2025. Candidate selections will occur in late/March with first interviews expected in early April 2025 and second interviews a short time later. The new candidate should assume his/her role in early - June.

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

"Last Name, First Name - Resume" &

"Last Name, First Name - Cover Letter – The University Club Of New York"

(These documents MUST 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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