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GENERAL MANAGER/CHIEF OPERATING OFFICER PROFILE: THE BADMINTON AND RACQUET CLUB OF TORONTO ONTARIO, CANADA

THE GENERAL MANAGER/CHIEF OPERATING OFFICER OPPORTUNITY AT THE BADMINTON AND RACQUET CLUB OF TORONTO

The Badminton and Racquet Club of Toronto is one of the premier racquet clubs in Canada, offering high-calibre racquets and athletics, exceptional private club dining, and a wide range of activities for a multi-generational membership community. The Club fosters a close-knit relationship among its members and staff, striving to create a welcoming and inclusive environment where employees and members alike feel proud to belong.

The Badminton and Racquet Club of Toronto is seeking a proactive, highly engaged, and visible GM/COO to join its leadership team. This role requires strong leadership, a dedication to team development, business acumen, financial management, creativity, and exceptional relationship-building skills. The ideal candidate will have a genuine passion for enhancing the member experience and be committed to fostering a collaborative, positive club environment.

Club Mission

Renowned for our welcoming community and camaraderie, the Badminton and Racquet Club of Toronto is a home away from home where members of all ages enjoy and are enriched by racquet, fitness, wellness, and social experiences.

Club Vision

Providing an unparalleled experience as Toronto's premier boutique racquets and social club.

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

ABOUT THE BADMINTON AND RACQUET CLUB OF TORONTO

The Badminton and Racquet Club (B&R) of Toronto, a historic gem in midtown, has been a hub for racquet sports and social connection since its founding in 1924. Established in a repurposed streetcar barn at St. Clair Avenue and Yonge Street, the Club has evolved from a small badminton group to one of Canada's premier private racquet, fitness, and social clubs. With a rich history, including key contributions by Lieutenant-Colonel George Gooderham Blackstock, and its adaptive reinvention following a significant fire in 2017, the Club remains a vibrant community hub offering state-of-the-art facilities and programmes.

B&R provides a wide array of racquet sports opportunities, including badminton, squash, tennis, pickleball, platform tennis, and table tennis. Badminton is the Club's cornerstone, boasting a legacy of producing champions, including Olympians. Squash enthusiasts can enjoy four singles and two doubles courts, catering to all skill levels, while the outdoor Har-Tru tennis courts transform into a winter bubble for year-round play. Pickleball, the fastest-growing sport in North America, and platform tennis played even in winter with a cozy Paddle Hut, offer unique and accessible experiences for all. The Club also features casual table tennis play in multi-use spaces.

Dining at B&R is equally impressive. The Courtside Lounge, centrally located between sports facilities, is a lively spot for post-game relaxation. The Phoenix, the Club's newly renovated dining room, offers three-season indoor/outdoor seating with a fireplace and retractable walls leading to a covered patio. From May through September, the patio overlooking the tennis courts is a prime location for summer evenings. The Games Room, part of the Club's exciting renovation, complements these amenities with a golf simulator and entertainment options.

Through its unmatched facilities and welcoming atmosphere, the B&R continues to thrive as a dynamic space for racquet sports, dining, and social engagement in the heart of Toronto.

THE BADMINTON AND RACQUET CLUB OF TORONTO BY THE NUMBERS

- There are approximately: 2,375 total members.
- Initiation Fee: \$20,000
- Approximate Gross Revenue: \$10M
- Approximate Food and beverage revenue: \$2.4M
- Average age of members: 52
- The Club is "Not for profit"
- The club uses Northstar for POS and accounting
- Board Members: 12, each serving three-year terms, plus Vice President 2 years, President 2 years

THE BADMINTON AND RACQUET CLUB OF TORONTO WEB SITE: www.thebandr.com

GENERAL MANAGER/CHIEF OPERATING OFFICER - POSITION OVERVIEW

The Board is seeking a GM/COO who works closely with the Board of Directors and committees. The GM/COO is seen as the "face" of The Badminton and Racquet Club of Toronto and plays a primary role in ensuring that the Club consistently delivers exceptional personalised service. The GM/COO will strive to enhance and elevate the overall membership and staff experience.

A leader with strategic vision to guide the Club through the next phase of its evolution is key. Nearby construction projects and other capital and facilities updates within the Club will require a GM/COO who collaborates closely with the Board to find effective solutions while always keeping the member experience at the forefront.

A key factor in success is prioritizing members and acknowledging that a solid foundation of staff support, mentorship, clear direction, and a commitment to follow through, while being actively engaged, is crucial. Attention to financial details, operational excellence, maintenance, standard operating procedures (SOPs), overall member experience, staff culture, and other key areas of success is vital. Excellent communication skills, particularly the ability to listen attentively and respond respectfully, are essential for success at The Badminton and Racquet Club of Toronto.

Direct Reports include:

Director of Member Services, Director of HR, Director of Membership and Communications, Facilities Manager, Director of Finance, Director of Athletics and Director of F&B

INITIAL PRIORITIES OF THE NEW GENERAL MANAGER/CHIEF OPERATING OFFICER

- Get to know the Senior Staff, evaluating their abilities and aspirations, ensuring they and their respective teams have clear expectations and accountabilities in place.
- Understand, embrace, and execute the Board's vision and strategy. Work in partnership with the Board, keeping them actively abreast of results, with transparency and accountability.
- Review capital projects currently in the planning process to understand their impact on members, staff and operations.
- Meet and interact with as many members as possible, engaging them to build trust whenever and wherever possible.

- Bring all the Club's departments together with a clear cohesive focus on "The Badminton and Racquet Club of Toronto Team" and the Club's goals and mission.
- Develop a report to provide the Board with a thoughtful "State of the Club" analysis following ninety (90) days of overview and insight. This document will be part of the 'roadmap' to success, staff, plan, budget, and other tactics and strategies for short and longer-term goals.

KEY ATTRIBUTES

- Being a visible, positive, energized, trustworthy, and aspirational leader who understands the dynamics of a multigenerational club.
- Superior communication skills, exuding energy and creativity.
- Adherence to best governance principles and practices. Strong ethical leadership and inclusive team development experience.
- A confident, diplomatic, and competent professional who is a doer and take-charge person and who recognizes the importance of accountability. A problem solver who commands respect through professional interactions and integrity.
- Possessive of a strong record of selecting and developing talent in club senior leadership roles, and helping those departmental leaders continuously develop themselves and their respective staff in a desire to create a culture of continuous improvement.
- Conversant, respectful, and diplomatic, but able to say "no" when appropriate without alienating members or staff while doing so.
- Possess a deep knowledge of club operations, with especially strong F & B and banquet/event skills as well as strong financial and technology acumen.
- A record of success in a similar quality club or hospitality venue that has a verifiable history of strong member or guest satisfaction and support with a passion for maintaining the highest levels of service.
- Possessive of strong organizational skills and an attention to details necessary to achieve high levels of quality, satisfaction, and outstanding member experiences.
- Effective financial management skills through oversight of annual operating and capital budgets.
- Uses plans and metrics to set goals, measure, and report on performance, and make corrections when needed.
- Ability to hold the team accountable, reward, recognize as well as coach, develop and mentor
- A charismatic individual with a sense of humor and a demeanor that is commensurate with the culture and expectations of a friendly, fun, and supportive membership and staff.

CANDIDATE QUALIFICATIONS

- A minimum of 10 years of verifiable, progressive leadership and management experience in similar environments.
- A degree with a focus on hospitality management is desirable, but in lieu of a degree, substantial private club or hospitality industry experience will be considered.
- From the club industry, Certified Club Manager (CCM) designation is encouraged with further certifications being of interest as a commitment to on-going and lifelong learning and networking.

EMPLOYMENT ELIGIBILITY VERIFICATION

In compliance with federal law, all persons hired will be required to verify identity and eligibility to work in Canada 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 on your LinkedIn Profile.

Prepare a thoughtful cover letter addressed to **The Badminton and Racquet Club of Toronto search committee/Ms. Dawn Whittaker, President**. Clearly articulate your alignment with this role, why you want to be considered for this position at this stage of your career, and why B&R and the Toronto area will benefit 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, February 14, 2025. The first interviews expected early March with second interviews a short time later. The new candidate should assume his/her role in May.

The B&R celebrates people regardless of their race, color, religion, gender, gender identity or expression, sexual orientation, origin, disability, or age. B&R is committed to an inclusive workplace, believes in diversity and encourages all qualified individuals to apply.

The B&R is dedicated to building a diverse, inclusive, and authentic workplace, so if you're excited about this role but your experience doesn't align perfectly with every qualification in the job description, you are encouraged to apply anyway. You may be just the right candidate for this or other roles.

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

If you have any questions, please email Katy Eliades: at katy@kkandw.com

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