

## Candidate Profile

### General Manager

Sangamo Club  
Springfield, Illinois



### Organization

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The Sangamo Club in downtown Springfield dates back to the late 1800's and had various buildings and locations before its current location since 1963. The two story building, located two blocks from the state capitol, serves its 850 members as a private dining, meeting, and social club. Membership is made up of government personnel from all over the state as well as Springfield business, civic, and social leaders. Sangamo Club offers several membership classifications and events and activities for all age groups with a full social calendar. The club has a rich history in Springfield and also has reciprocal privileges with over 100 other clubs across the country and internationally.

The clubhouse includes several dining rooms for formal and informal dining. This includes private meeting rooms, grill room and second story banquet area appropriate for large events and weddings. The club also has an intimate outdoor patio area for dining and cocktails. Gross revenues are \$2 million with food and beverage revenues \$1.2 million. The club is open year round, six days a week, except for two weeks in July.

### Position Summary

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Liaison to: All of the club's Standing Committees and Committee Chairpersons.

Executive Committee  
Finance Committee

House and Planning Committee  
Membership and Marketing Committee  
Personnel Committee

Direct Reports include:  
Assistant General Manager  
Dining Room Manager

Director of Member Services  
Executive Chef  
Office Manager

The General Manager serves in the capacity of the Chief Operating Officer of The Sangamo Club and will be the visible and accessible leader to both the members and staff alike. The General Manager will have the capacity to consistently guide all club operations while keeping in mind the wishes and desires of the Board of Directors and the membership. The General Manager will act as the leader, mentor, and liaison between all Department Heads and Committees.

Other duties include but are not limited to:

- The oversight of the work of all Department Heads and Managers and in turn the work of their respective staffs. In coordination with Department Heads, the recruitment, hiring, training, supervision and timely evaluation of all of the club's staff. Compensation and benefits are to be administered consistently and must fall within the guidelines as mandated by the annual budget and club policy. The General Manager will directly and through Department Heads emphasize a "member first" service culture that ensures member patronage and maximizes the use of the club's facilities.
- Furthermore as to staff, the General Manager is expected to train, mentor, and develop key staff into an effective and cohesive team. Team building and the professional development of staff is a critical duty of this position.
- Responsible and accountable for the financial guidance, reporting, and performance for all club operations in accordance with acceptable accounting procedures. Such duties will involve the formulation of the club's annual operating and capital budgets to be coordinated with the Finance Committee and Department Heads. The General Manager will operate the club in accordance with the approved budgets and with the Treasurer report the club's financial condition to the Board of Directors on a monthly basis.

- The active promotion of the club to all members and their families. The General Manager is expected to interact with members on a daily basis, actively soliciting member opinions and input as to the club's facilities and services. Visibility and accessibility are paramount. The General Manager will respond to member complaints in a timely fashion and report significant issues to the President.
- The positive representation of the club in the Greater Springfield community.
- Other duties as requested by the President and Board of Directors.

## **Requirements**

The General Manager will be the consummate professional and well versed in all facets of club administration. He or she will have a strong working knowledge with the following skills and attributes:

- A minimum of five years as a General Manager, Assistant General Manager or Clubhouse Manager in a comparable private club, resort, hotel, hospitality setting. Candidates will have a working knowledge of all club operations with strong emphasis on:
  - Membership growth, retention, and engagement.
  - Financial management, business development.
  - Food and beverage management.
  - Vision and strategic planning.
  - Marketing and branding experience.
- Attributes to include:
  - An outgoing and friendly personality-hands-on and member/staff-friendly.
  - Leadership skills with the ability to motivate staff and earn their respect and trust.
  - Highly energetic...a self starter with a "hands-on" approach to management.
  - Excellent communication skills at all levels.
  - A strong sense of service with proven training and development skills.
  - Attention to detail. Ability to problem-solve, challenge the status quo, and think in a proactive and innovative fashion.
  - An appreciation for the history and traditions of the club while also having a vision for the future of the club.
- The ability to function in a Committee oriented environment; to respond to the ideas and energies of the club's Standing Committees.
- The ability to operate with an entrepreneurial, creative, and innovative mindset.
- A career path marked with a logical progression of title and responsibility, stability of tenure.
- The reputation as an effective and visible leader, exhibiting maturity, a positive image and disposition.
- The ability to attract, train, mentor and retain a talented and cohesive staff.
- An operator with the highest ethical standards.
- A Hospitality, Business Management or related degree is preferred.
- The CCM designation is preferred.
- Impeccable and verifiable references. All candidates will be subject to a thorough background review and must have an excellent credit record.

## **Compensation**

The Sangamo Club will offer an attractive and competitive compensation and benefits package to include:

- A base salary and annual performance bonus.
- Individual and family health insurance.
- Participation in the club's 401K Plan.
- A CMAA package to include dues and education expenses; to be determined in each year's operating budget.
- Relocation assistance.

**Professionals who meet or exceed the established criteria are encouraged to contact:**

GSI Executive Search, Inc.

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