



Candidate Profile

General Manager

The John Hand Club | www.johnhandclub.com

Birmingham, Alabama



Organization

The John Hand Club is a private club located on the top two floors of a twenty-one story classic revival skyscraper constructed in 1912. The building is listed on the National Register of Historic Places. Panoramic scenic views from all vantage points look at the beautiful, growing city of Birmingham. The club is the scene for corporate events, weddings and private parties for its limited, by invitation only, membership. The club is renowned for its six gorgeous hotel rooms and suites that are completely appointed with everything it takes to be considered a premier city hotel. The membership base skews younger and consists of entrepreneurs, CEOs, and professionals. John Hand Club Members receive access to the Club, access to club hotel, special rates for private events and access to fitness facilities. The club is located within minutes' walk to Birmingham's Theatre, Civil Rights and park side districts as well as many other opportunities to enjoy the city of Birmingham.

Position Summary

The General Manager of The John Hand Club will need to be a visible and accessible leader to both the members and staff alike. The General Manager will guide all club operations under the direction of the owners. The General Manager will act as the leader, mentor and liaison between all staff. He/she will be held accountable for all areas of the club.

The General Manager must display an "owner's mentality", a clear presence and understating of CEO qualities and the ability to manage the club to a very high level of service and member satisfaction. Work with the owners to help articulate vision and strategy to lead the club strategically. The General Manager will work towards making The John Hand Club into a business, social and recreational destination club for its members and their guests.

Responsibilities

- ✓ The oversight of the work of all employees, as well as oversight of approved vendors providing food service to members and guests at events held at the club. The General Manager will directly emphasize a "member first" service culture that ensures member patronage and maximizes the use of the club's facilities. The General Manager is expected to "set the pace" for all employees and to actively promote a positive and safe work environment where teamwork and cooperation are emphasized.
- ✓ Responsibility for the financial guidance and reporting 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 owners. The General Manager will operate the club in accordance with the approved budgets and will report the club's financial condition to the owners monthly.
- ✓ The active promotion of the club to all members their families, business guests. The General Manager is expected to be a "presence" at the club and interact with members daily; 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 Owners.
- ✓ Possess a working knowledge of all facets of private club operations with emphasis on hospitality services, guest room operations & service, membership growth, staff mentoring and training, and the ability to drive member usage through program development.
- ✓ Demonstrate a reputation as an active and visible club leader, exhibiting a casual yet professional image and responsive to member needs and feedback.

- ✓ The positive representation of the club in the Birmingham Alabama community; assisting as needed in the recruitment, orientation and retention of new and existing members.
- ✓ Ability and desire to “grow” the membership over time and work closely with the owners to accomplish.
- ✓ Other duties as assigned by the owners

Requirements

The General Manager will be the consummate professional; well versed in all facets of club administration. He or she will have the following skills and attributes. Attributes to include:

- ✓ A minimum of five years as a General Manager, Assistant General Manager or Clubhouse Manager in a traditional, comparable private club setting. Candidates will have a working knowledge of all facets of private club operations with a strong emphasis on food and beverage, financial management, guest room management and staff recruitment and development. Candidates with prior experience in traditional, business-oriented clubs are preferred.
- ✓ City Club or Guest Rooms experience is preferred
- ✓ A Hospitality, Business Management or related degree is preferred
- ✓ CCM designation is a plus
- ✓ An outgoing and friendly personality with a high potential to identify with and embrace the club's culture.
- ✓ Leadership skills with the ability to motivate both a veteran staff as well as young professionals with a commitment to quality and excellence.
- ✓ Highly energetic...a self-starter with a “hands-on” approach to management. Loves connecting with people.
- ✓ Excellent communication skills at all levels.
- ✓ A strong sense of service with proven staff development and training skills.
- ✓ Attention to detail with a sense of urgency.
- ✓ The ability to function and meet goals established by the club owners.
- ✓ The ability to see the “big picture” but also to have a critical eye for detail.
- ✓ A career path marked with a logical progression of title and responsibility, stability of tenure and accomplishment.
- ✓ The reputation as an effective and visible leader; exhibiting maturity, a positive image and disposition and superior communication and “people” skills.
- ✓ The ability to attract, train, mentor and retain a talented and cohesive staff; able to effectively manage a diverse staff.
- ✓ Impeccable and verifiable references. All candidates will be subject to a thorough background review and must have an excellent credit record.

Compensation and Benefits

The Club offers an attractive and competitive compensation and benefits package to include:

- ✓ Salary commensurate with experience
- ✓ Health care and benefits package
- ✓ CMAA educational allowance
- ✓ Paid time off and holidays

Professionals who meet or exceed the established criteria are encouraged to contact: GSI Executive Search, Inc.

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