



CANDIDATE PROFILE

Director of Operations - Lakeside

The Olympic Club, Lakeside Clubhouse
San Francisco, California

THE OLYMPIC CLUB



www.olyclub.com

A short video will be available soon.

The Organization

On May 6, 1860, 23 charter members founded the San Francisco Olympic Club, turning their informal gymnastics training sessions held in the backyard of Gold Rush artists Arthur and Charles Christian Nahl into a lasting institution. In the 1800s, the membership roster included such names as Mark Twain, William Randolph Hearst, Charles Crocker, Leland Stanford, James G. Fair and John Mackay, as well as athletes such as “Gentleman Jim” Corbett, the world heavyweight champion in 1892.

Pioneering Olympic Club champions include swimmer J. Scott Leary, the first American to swim 100 yards in 60 seconds, and shot-putter Ralph Rose, who won six Olympic medals and held seven national AAU titles. The Olympic Club sent 23 athletes to the 1924 Olympic Games in Paris, the largest club delegation. Football was king during the 1920s, and the Club celebrated undefeated seasons in 1925 and 1928, even with schedules pitting its squad against local college teams.

The Club’s first permanent clubhouse downtown on Post Street opened in 1893, but was destroyed in the great 1906 earthquake and fire. During this dark hour, President William F. Humphrey emerged as the driving force of the Club, a role he performed for almost half a century. Olympic rebuilt its clubhouse, and the doors on Post Street reopened in 1912. In 1918, The Olympic Club assumed operations of the financially distressed Lakeside Golf Club, thus gaining a “country home.” By 1922, the Club had purchased enough acreage to replace the original golf course with two 18-hole golf courses, as well as to build a new clubhouse. Willie Watson designed, and Superintendent Sam Whiting constructed, the first Ocean (Pacific Links) and Lake Courses in 1924. The renovation was necessary after the winter storms of 1925-26; the second Lake and Ocean Courses were designed by Whiting and opened in 1927. The Club added a tennis complex in 1936.

In 1955, the Club hosted its first U.S. Open Championship. In the final round, Jack Fleck, an unknown from Iowa, birdied two of the last four holes to force a playoff with Ben Hogan. Fleck won, and the Lake Course established its reputation as a host to upsets. Billy Casper overcame Arnold Palmer in 1966, Scott Simpson edged Tom Watson in 1987, and Lee Janzen won over Payne Stewart in 1998. During the 2012 U.S. Open, Webb Simpson emerged from four shots back to take the title at 1-over-par 281.

The Club remains much more than just a country club. Among many other accomplishments in recent years, members have brought home Olympic medals, international titles, national and world records, and built nationally competitive amateur programs in several sports. In a growing variety of ways, Olympians of all ages continue to create memories with their families and friends at the Club.

LAKESIDE CLUBHOUSE

The Olympic Club at Lakeside is located in the southwestern corner of San Francisco, surrounding Lake Merced and overlooking the Pacific Ocean. The Clubhouse hosts over 400 member events each year, including crab feeds, wine dinners, weddings, sports tournaments, children's holiday parties and events for all occasions.

The Clubhouse features spectacular dining and banquet facilities, meeting rooms, world-class locker rooms, an exercise center, massage services and a swimming pool. The Golf Shop was completely renovated in the spring of 2011. The clubhouse has undergone several renovation projects over the last few years, including a new food and beverage venue and renovated banquet rooms. The Clubhouse also includes two outdoor patios, an indoor pool, a Fitness Center, and full-service executive locker rooms.

CITY CLUBHOUSE

The City Clubhouse features a fitness center, cardio solarium, hotel facilities, handball and squash courts, circuit training facilities, two basketball courts and two swimming pools. Food and Beverage amenities include the Sports Bar, Full-Service Restaurant, formal dining room, formal bar and casual dining outlet.

Position Overview

The Lakeside Clubhouse Director of Operations will focus on promoting a member experience that exemplifies the Olympic Club mission, continually seeking opportunities to improve and innovate while recognizing Club traditions. The Director will be a highly visible and accessible leader with a hands-on approach to membership and staff. This individual will be responsible for the overall operations of the Lakeside Clubhouse, including a la carte dining, member events, catering, banquets, front office, housekeeping and culinary. The Director must demonstrate the ability to lead, inspire, motivate, mentor and train staff members in all departments of the Lakeside Clubhouse.

The appropriate candidate must be forward-facing and accessible to membership and staff, as well as on-property third-party vendors. The Director of Operations should be a team player, collaborate with management teams at both clubhouses, understand how each department operates and identify key players within those divisions. The Lakeside Clubhouse Director is also responsible for evaluating, developing and acknowledging talent at all levels.

The Director will be personally accountable for the performance of the Lakeside Clubhouse department heads, specifically the Executive Chef, Catering Director, Housekeeping and Front Desk Director, Food and Beverage Manager and Banquet Manager. The Director will clearly define expectations for the team's performance and consistently communicate them to department heads. The Lakeside Clubhouse Director will directly report to the Senior Director of Club Operations, who is a member of the Executive team.

The local hotel/restaurant union represents The Olympic Club staff, so it would be preferred for the candidate to have experience working within that dynamic, but not required.

CORE FOUR:

Culture-Driven Leadership

This leader will cultivate a positive, productive workplace grounded in the Club's mission and values. They should be skilled at aligning organizational goals with employee needs and committed to ongoing improvement in both culture and operations.

Strong Financial Acumen

The Director must demonstrate solid expertise in key operational financial areas, including food and beverage costs, labor management, menu and event pricing and overall budget performance. A thorough understanding of the Lakeside Clubhouse financial statements is essential to identify trends and anticipate impacts on both financial results and the member experience.

Effective Communication Across Diverse Groups

The ideal candidate communicates clearly and appropriately across all staff levels and member demographics, fostering trust, respect, and strong collaborative relationships.

Committed to Delivering a High-End Member Experience

The Director will champion a member experience that aligns with the Olympic Club's mission, honoring tradition while seeking continuous improvement and innovation. This role requires a highly visible, accessible leader with a hands-on approach to both members and staff.

Key Responsibilities

- Set the tone as the leader and evaluate the culture of the Lakeside Clubhouse for line staff and managers with recommendations for improvements through short- and long-term planning.
- Organize, develop and lead a team of entry-level and emerging mid-managers.
- Identify opportunities for improvement, find solutions and implement them.
- Create a work environment where various teams and departments work collaboratively and in synchronicity.
- Observe the Clubhouse experience through the eyes of a member and make changes to the hospitality offerings and services to provide optimal value in The Olympic Club experience.
- Display positive, consistent leadership with excellent organizational and time management skills.
- Implement service, positive communication, professional, consistent standards and accountability measures for staff.
- Work with the Senior Director of Club Operations in implementing new policies, procedures, and programs designed to enhance member facilities, amenities, service and experience.
- Manage annual budgeting, supervise ordering processes, forecast financial projections, implement cost controls and efficiencies that do not negatively impact the member experience, manage labor costs and optimize food and beverage and other revenues.
- Resolve problems at both strategic and functional levels.

Professional Experience & Qualifications

- An entrepreneurial approach to the business, evaluating opportunities to manage expenses and increase revenue.
- Excellent people skills and ability to develop professional relationships with members and associates.

- Motivates the team to strive for excellence by coaching and mentoring mid-level managers constantly.
- Experience managing a unionized workforce is preferred, but not required.
- Constantly evaluating facilities and looking at opportunities to improve based on member demand.
- A strong understanding of the forecasted annual budgets.
- An ability to manage procurement practices and look at opportunities to increase the Club's buying power and negotiate vendor contracts.
- Attend to leadership responsibilities with regular attendance based on business expectations and needs.
- Fluent oral and written English communication skills.
- Certified Club Manager credentials, or the strong desire to become a Certified Club Manager, are preferred.
- Bachelor's degree or international equivalency in Business, Economics, Hospitality or a similar area of study, or an equivalent number of years of experience in a similar position.

Competitive Compensation

- Competitive compensation package.
- Medical, Dental, Vision, Life Insurance, and Paid Vacation
- Participation in the Club's 401(k) plan with Club match
- Professional dues and expenses in accordance with the annual budget

To be Considered

All employment offers are pending satisfactory results from a background investigation and pre-employment drug testing. Pursuant to the San Francisco Fair Chance Ordinance, we will consider qualified applicants with arrest and conviction records for employment. EOE M/F/D/V. Professionals who meet or exceed the established criteria are encouraged to contact GSI Executive Search:



David Robinson, CCM
Principal



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