

Candidate Profile

General Manager
The University Club of Denver
Denver, Colorado
www.uclubdenver.com



Organization Overview

In 1891, The University Club was created “to promote social intercourse among ourselves and the encouragement of literature.” It was understood that the intellectual riches of a university education were only the beginning of a truly good and satisfying life. Today, that vision has not changed. Members gather to pursue good food, good drink, fellowship, entertainment, athletics, and camaraderie.

The current clubhouse was dedicated in 1895 with major additions taking place in 1923, 1957, and 1980. Within the shadow of the Colorado State Capitol, the Club boasts a formal dining room, bar and casual dining room, eight banquet rooms, and special to the Club are two squash courts with connected lounge and locker rooms. The Club’s most unique feature is the main ballroom known as the College Room, designed and constructed in 1923 by renowned architect Temple Buell.

Undoubtedly, the Club’s best-known tradition is Twelfth Night – a spoof of local, national, and international personalities and happenings of the previous year. Each show is written and presented by the Club’s members in early January. Twelfth Night’s origins date back to when the members settled into their newly built clubhouse on Sherman Street in 1896 and is “the longest-standing tradition in Denver.”

Position Overview

The General Manager will be responsible for overall leadership, planning, and guidance of The University Club of Denver with the objective to maximize member satisfaction while maintaining a sound financial operation. In this role, the General Manager will serve as Chief Operating Officer of the Club and manage and mentor all aspects of the Club, including a robust food and beverage operation (with many outside events, actively promoted by the GM), a historic clubhouse, a membership interested in growing, and a dedicated staff, while consistently seeking to improve the quality of the Club’s products and member and guest satisfaction.

Responsibilities and Essential Functions

- Lead the vision, corporate culture, and overall morale of the Club.
- Consistently seek to improve the Club’s products (food and beverage, entertainment, outside event services, membership benefits, culture, athletics, etc.) and make recommendations to the Board and/or department managers.
- Keep abreast of all financial activity, trends, and reports, and recommend actions promptly to each department and the Board.
- Be responsible for the hiring, training, supervising, and terminating Club personnel. Effectively manage direct reports and delegate authority and responsibility to managerial staff. Serve as a mentor to all staff, establishing an environment of motivation and innovation that optimizes performance.
- Oversee the marketing and membership relations programs to promote the Club to potential and current

members, as well as outside event clientele. Welcome new members and “meet and greet” all members as practical during their visits to the Club.

- In conjunction with the Board of Directors, develop short and long-range plans for the Club, and coordinate the development of operating and capital budgets to achieve said objectives. Establish strategies for meeting annual goals for each department.
- Oversee the care, maintenance, and improvement of all the Club’s physical assets and facilities.
- Report to the Board of Directors in a timely manner and monthly at Board meetings. Coordinate and serve as an ex-officio member of appropriate Club committees.
- Lead in the implementation of Club policies and support Board and management decisions and goals in a positive, professional manner.
- Participate in outside activities that are judged as appropriate by the Board of Directors to enhance the prestige of the Club.
- Keep abreast of laws, regulations, and compliance which affect personnel and employment relations and the Club environment, with an emphasis on best practices for private Club policies and operations. Maintain membership with the Club Management Association of America and other professional associations.

Education, Experience, and Qualifications

- Qualifications
 - Bachelor’s Degree in Business, Hospitality Management, or a related discipline is preferred.
 - Have attained or pursuing professional CMAA certification.
- Experience
 - Minimum of 5 years of experience operating at a senior level in a private yacht, city, golf, social, athletic club, or other similar organization.
 - Food & Beverage management experience.
 - Experience working with volunteer committees.
 - Demonstrated success managing long and short-term programs for a club.
 - Experience in asset management of older buildings is a plus.
 - Experience with capital improvement projects is a plus.
- Character Traits
 - A person of exceptional character; motivated, energetic, friendly, and dedicated to the profession.
 - A lifelong learner, continually researching and understanding industry trends.
 - Excellent verbal and written communication skills.
 - Capable of balancing empathy with operational fortitude when working with members.
 - High energy and creative, capable of thinking outside the box.
 - Comfortable in a sales position to support membership and events sides of the business.
 - Enjoys leading, mentoring, and building a team.

Competitive Compensation and Benefits

- Competitive compensation/salary and an annual performance-based bonus
- Medical and Dental 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

Professionals who meet or exceed the established criteria are encouraged to send a resume and cover letter to GSI Executive Search:

David Robinson, CCM
Principal
David@gsiexecutivesearch.com

GSI Executive Search has been serving the private club industry for over twenty years, providing a wide range of executive search and placement services. In addition to GM searches that have been performed recently, GSI consultants have done over 70 GM searches around the US in the last two years.