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GENERAL MANAGER/CHIEF OPERATING OFFICER PROFILE: BOHEMIAN CLUB SAN FRANCISCO, CA

GENERAL MANAGER/CHIEF OPERATING OFFICER AT THE BOHEMIAN CLUB

We are leading the search for a new General Manager/Chief Operating Officer at the Bohemian Club. This is an extraordinary opportunity for a qualified candidate to manage a historically significant 150-year-old club known worldwide. The ideal candidate must be able to lead with a compelling vision and have a track record of effective execution within a creative organization. The candidate must be unabashedly member-focused and be intent on creating a culture of excellence and providing the best possible club experience for members. This job is for an inspirational leader who has experience developing high-performing teams and understands how to encourage and reward creativity.

Club members are world travelers and desire their club to be excellent in all facets of the operation. This high bar requires understanding how to prioritize and implement world-class best-practice initiatives relevant to the Bohemian Club. Today's fast-changing environment requires the ideal candidate to lead a technology transformation and ensure best practices are implemented while maintaining the deep shared traditions of the club. Ideal candidates will have an in-depth knowledge of the logistics required to present world-class events, exceptional food, and services, guiding creative programming, and possess union relations knowledge.

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

BOHEMIAN CLUB

The Bohemian Club, founded in 1872, was instituted originally as an association of gentlemen connected to or having an appreciation for Literature, Art, Music, and Drama. These four fields of interest are known as the "Four Pillars," and they are the foundation of the club's culture, all club activities and initiatives.

The Bohemian membership today comprises about 3000 men from all over the world, with a sizeable waiting list for admission. Club members are composed of professionals and semi-professionals in the arts, and individuals with a purely avocational interest. The Club is social in nature, focusing on the fine and performing arts and literature. All members are strongly encouraged to participate in the activities of the club, be it as a writer, a lecturer, an artist, a chorus member, a stagehand, or participant.

The Club owns two separate and distinct properties, the City Clubhouse, and the Bohemian Grove. The six-story City Clubhouse in San Francisco was built in 1932 and contains dining rooms, a library, art gallery, a large theater, costume and scenery shops, and social rooms. In fall, winter, and spring, the City Clubhouse's principal activities are weekly productions written, produced, and performed almost entirely by members and include a wide range of theatrical and musical presentations. The club holds monthly art exhibitions, classical music recitals, and lectures and readings of the works of well-known and emerging authors. There are also many scheduled and spontaneous performances by soloists and small musical groups, book discussion groups, science, and health presentations, as well as art and photo exhibits. The club produces over 225 different scheduled productions centered on the arts throughout the course of a year.

The Bohemian Grove is a 2700-acre private redwood preserve in western Sonoma County. The Grove is open year-round but comes to life during the summer months for the annual Spring Jinks and Summer Encampment.

The Grove has outdoor theater facilities, a 1000-seat outdoor restaurant, a firehouse, first aid station, commissary, civic center, swimming area, library, barber shop and general store, and has 119 separate and distinct “camps”—each with its own character and facilities— where members and their guests stay. The yearly programs at the Grove now encompass more than 100 entertainment events, produced and performed by the members, and are held in the Grove’s outdoor theaters and other common gathering places.

The club’s general activities and policies are governed by an 11-member Board of Directors and supported by numerous committees. The City Clubhouse has approximately 50 full-time employees and the Grove has approximately 10 full-time employees. Part-time employment grows to over 600 during the summer events. The General Manager is supported by professionals in Human Resources, Finance, Food & Beverage, Events, and other leaders who professionally run the club.

One of the exaggerated notions about the Bohemian Club is that it is a gathering and decision-making place for national and international “power brokers.” In fact, the club is a refuge from decision-making and other pressures. The Club’s motto: “Weaving spiders, come not here” conveys the club’s character and purpose as a social, avocational organization. Conducting business is prohibited. What impresses the membership are gifts of talent, time, and the effort that members contribute to the club’s own unique activities. Cell phones and PDAs are strictly prohibited in the Clubhouse and Grove. The membership comes from all walks of life and the club aims at all times to be a genuine home for artistic participation and appreciation combined with good fellowship and generous spirit.

Mission Statement:

The Bohemian Club’s purpose is to enjoy a fellowship of members engaged in the creation and enjoyment of the four great arts: Literature, Art, Music, and Drama.

BOHEMIAN CLUB BY THE NUMBERS

- Available to qualified candidates

BOHEMIAN CLUB WEB SITE: www.bohemianclub.com

GENERAL MANAGER/CHIEF OPERATING OFFICER – POSITION OVERVIEW

The Bohemian Club General Manager/Chief Operating Officer (GM/COO) manages all aspects of club operations to ensure maximum membership satisfaction and is responsible for the efficient and effective management of the club’s activities consistent with its policies, budgets, and objectives. The GM/COO, in partnership with the board, is responsible for taking a lead role in the creation and updating of a comprehensive strategic plan as well as initiating action required to fulfill the plan’s objectives.

The GM/COO must have the ability to understand and embrace the unique culture of the club based on its values and Four Pillars while balancing the business side of operations--- Special events, F & B, facilities, programming, member services and amenities, HR, staff development, union requirements, etc.

They must possess strong operational and financial skills with proficiency in technology, organizational metrics, and accountabilities, as well as sincere member engagement to drive overall club member participation and satisfaction.

Critical to this role are a strong understanding of operational financials, proven success with revenue growth, cost management and the ability to define and consistently execute a quality food and dining operation. Additionally, of critical importance is the ability to set standards of excellence for staff, operational efficiency, and asset maintenance and development. Be the leader in ethical, passionate, and professional behavior and modeling “Tone at the Top” in setting a clear example to all staff constituencies.

The GM/COO must have strong communications and people skills, with a commitment to excellence on all levels and the ability to convey and encourage a strong service culture throughout both properties. Visibility and sincere engagement with members, guests, and staff of the club is of utmost importance.

The GM/COO will enforce club rules in a professional and supremely diplomatic manner with the support of the

Board, know the difference in having a “light touch or a strong hand” when doing so, and must have a strong record of ‘results’ in their current and past positions.

Additionally, they must have the intellectual “firepower and emotional intelligence” to engage with a wide range of constituencies respectfully, diplomatically and effectively---boards, committees, members, senior staff, line staff, union representatives, vendors, city officials and others with whom the club relies upon for its overall success.

Clearly understanding excellent service and exceptional standards of quality, combined with an eye for detail in all areas of service, decor and housekeeping is critical, as is ensuring that all members of senior management and staff recognize these key drivers to success as well.

Preferred candidates will be private club or related hospitality industry professionals who understand how to develop initiatives and solutions relevant in the club world, technology trends and best practices, balanced with maintaining the elegant and desired traditions of one of the most distinctive clubs in the country. Ideal candidates will have an in-depth knowledge of event production, food and service operations, and programming. Also ideal is experience with maintenance of historic structures and working in a multicultural environment.

INITIAL PRIORITIES OF THE NEW GENERAL MANAGER/CHIEF OPERATING OFFICER

- Align department leadership to focus on providing members an exceptional club experience.
- Communicate a clear vision to align the staff with board priorities.
- Possess keen insights into human nature, and the discernment necessary to preserve foundational traditions while smoothly leading needed change.
- Ability to understand and identify with the essence of the club, embrace its values, and lead it to success as a distinct and historic institution of the city of San Francisco.
- Simply, work diligently to develop the trust and confidence of key contributors by being thoughtful, candid, proactive, available, approachable and by listening and respectfully responding.
- Review the staff hiring and ‘on-boarding’ process to ensure that the attraction, retention, and continual development of staff members is robust, vibrant and relevant to today’s Club service expectations.
- Analyze the financials and prepare plans to ensure the club prospers in future years.
- Continuing employee engagement, primarily by being exceptionally proactive in engagement throughout the operation, learning names, spending time to know and understand the team members, learning the procedures and ebb and flow of business.
- Evaluate the overall member service experience and how it dovetails with employee performance, the accountabilities and responsibilities of key departmental leaders and furthering the plan for continuous improvement.
- Meet with key volunteer leaders, observe, listen, and learn expectations.
- Review the overall Special Event and F & B operation, its consistency of execution and overall standards for success.

CANDIDATE QUALIFICATIONS

A minimum of 8-10 years of progressive leadership/management experience, preferably in a General Manager/Chief Operating Officer role in private member-owned city club of like stature is preferred but not required and they will consider qualified candidates with experience in other areas of the hospitality industry.

EDUCATIONAL AND CERTIFICATION QUALIFICATIONS

- A Bachelor’s Degree from a four-year university or college, preferably in Hospitality Management is preferred.
- In lieu of the degree, substantial private club or hospitality experience will be fairly considered.
- Certified Club Manager (CCM) designation preferred.

EMPLOYMENT ELIGIBILITY VERIFICATION

In compliance with federal law, all persons hired will be required to verify identity and eligibility to work in the United States 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 benefit package along with the typical CMAA benefits.

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 in your LinkedIn Profile.

Preparing a thoughtful letter of interest and alignment with the above noted expectations and requirements is necessary. Your letter should be addressed to Mr. Chip Wisner, President, and clearly articulate why you want to be considered for this position at this stage of your career and why Bohemian Club and the Greater San Francisco area will be beneficial to both you and the Club if selected.

You must apply for this role as soon as possible but no later than June 9, 2023. Candidate selections will occur mid-June with the first Interviews expected early-July and the second interviews a short time later. The new candidate should assume his/her role in mid-September 2023.

IMPORTANT: Save your resume and letter in the following manner:

“Last Name, First Name - Resume” &

“Last Name, First Name - Cover Letter - Bohemian Club”

(These documents should be in Word or PDF format)

Note: Once you complete the application process for this search, you are not able to go back in and add additional documents.

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

If you have any questions, please email Holly Weiss: holly@kkandw.com

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