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GENERAL MANAGER PROFILE: SUNSET CLUB SEATTLE, WA

GENERAL MANAGER OPPORTUNITY AT THE SUNSET CLUB

An exceptional opportunity exists for high energy candidates with a record of successful, proactive leadership along with experience in premier food and beverage operations. The Sunset Club is looking for a General Manager to preserve the club's storied history and traditions while maintaining its relevance and providing leadership into the future.

EXECUTIVE SUMMARY

- Beautiful, historic women's club founded over 100 years ago and located in downtown Seattle.
- Members represent all aspects of diversity; some are multi-generational legacies, and many have been drawn here for the opportunities the area provides.
- Strong financial condition.

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

SUNSET CLUB OVERVIEW

Located on First Hill, adjacent to downtown Seattle, the Sunset Club is the premier private women's club in the metropolitan area. Founded in 1913 by entrepreneurial women, the Club is as vibrant today as it was a century ago. Its mission is "to ensure the social and intellectual welfare of its membership." Today the Club has approximately 600 members who reflect the diversity of the community. The Club is member-owned, with non-transferrable memberships and has a 501(c)(7) status. Oversight of Club operations is provided by a ten-member Board of Trustees, which is hands-on with approximately 30 committees that work with the General Manager and other staff on Finance, Strategic Planning, Governance, Membership, Programs, Classes, and other Club functions. The General Manager reports to the President of the Club.

The Sunset Club owns an elegant, historic clubhouse and an adjacent parking lot for members and staff. The Club is noted for gracious entertaining and a strong sense of history and tradition. A large foyer, drawing room, dining room, ballroom and garden court are sophisticated, yet comfortable, and beautifully decorated with art and antiques. These rooms are frequently used to host weddings, private parties, as well as the regularly scheduled informational programs for members. The upper floor includes three rooms for entertaining smaller groups, four guest rooms, the board room and executive offices. The Sunset Club has reciprocity with selected clubs worldwide.

The Seattle Market

The Seattle area is one of America's most desirable places to live. Amazon, Microsoft, Starbucks, Zillow, Expedia, United Parcel Service (UPS) and the Boeing Company all began in this city, and it is home to many smaller start-up companies as well. The population is well educated, cares about the environment and is family focused. The city is a global leader in health care and prevention with the presence of the Gates Foundation and PATH as well as Seattle Children's Hospital, Seattle Cancer Care Alliance, and the University of Washington which are top ranked health care and training institutions. The University of Washington is ranked among the top ten public universities in the world. There is a wide variety of public and private schools for K-12 education. The community is diverse and vibrant with an excellent regional cuisine and numerous cultural organizations. The area is surrounded by beautiful public parks, forests, and open spaces.

SUNSET CLUB BY THE NUMBERS

- 778 Members- 583 Resident with a cap of 600
- \$6,500 Resident Initiation fee
- \$5,000 Legacy Initiation Fee
- \$4,500 Nonresident Initiation Fee
- \$2,100 Annual dues
- \$2.3M Gross revenue
- \$725K F&B volume
- 10 Board of Trustees, with 2-year terms
- Employees: 14-FT plus part time servers
 - Controller
 - F&B Manager
 - Chef
 - Member Services
 - Facility Maintenance
 - Website Coordinator
- Accommodations- Four guest rooms
- POS- Clubessential

KEY ATTRIBUTES AND AREAS OF FOCUS

- Effective financial management skills through oversight of annual operating and capital budgets and the clubhouse maintenance plan.
- Visibility to members, guests and staff and attentiveness to member services and satisfaction.
- Strong leadership, staff management, and strategic planning skills.
- Superior oral and written communication skills, with personal enthusiasm and innovation.
- Interest in working in a women's social club.
- Ability to work collaboratively with a Board of Trustees, Club committees and the staff.
- Willingness to work variable hours that include nights and weekends.

SUNSET CLUB WEBSITE: www.sunset-club.org

GENERAL MANAGER – POSITION OVERVIEW

Serves as the chief operating officer of the Sunset Club ("Club") and manages all aspects of Club operations to ensure maximum membership satisfaction, including relationships between the Club and its Board of Trustees, members, guests, staff, community, government, peer club's managers and industry. Reports to the President and serves at the pleasure of the Board of Trustees. Advances the Club's mission through implementation of the strategic direction and coordination of the policies established by the Board of Trustees. Coordinates procedures, directs and supervises the work of the staff and other managers to ensure quality of the Club's services and activities. Develops, implements, and monitors the annual budget approved by the Board. Secures and protects the Club's assets, including the facility and its equipment and furnishings. Works in partnership with the President, Board of Trustees, committees, and staff.

Duties and Responsibilities

Operations:

- The GM takes personal ownership of operations, being especially aware of the physical plant and overall presentation of the operation and the need to be consistently member ready in both appearance and service.
- Plans, develops and administers operational procedures in concert with the Club's policies and strategic direction. Reviews staff policies with the Board of Trustees.
- Implements the plan for the care and maintenance of all the Club's physical assets.
- Develops and maintains a sound organizational plan.
- Ensures that incidents such as accidents, security breaches, and violation of house rules or policies are documented, dealt with and reported to the Executive Committee.
- Assists in identifying appropriate clubs worldwide for reciprocity.

- Serves ex officio and non-voting on the Board of Trustees and the Executive Committee. Attends or sends a staff representative to Club committee meetings, as requested.
- Provides advice and recommendations to the President, the Board of Trustees, and Committees regarding construction, alterations, maintenance, equipment, services and any other items not approved in the annual budgets or plans.
- Assures that the Club is operated in accordance with all applicable local, state and federal laws.
- Experienced with club renovations and scheduling, in order to minimize the project's impact on the member experience and club operations.

Financial Management:

- Works with the Board of Trustees to develop the Club's strategic direction.
- Coordinates the development of the annual operating and capital budgets for Board approval. Monitors monthly financial statements and takes corrective action as needed.
- Implements policies approved by the Board of Trustees and directs their execution.
- Establishes operational business strategies by managing pricing, inventory, trends and variances, developing forecasts and establishing metrics.
- Analyzes financial statements, manages cash flow, establishes controls to safeguard funds and reviews income and costs relative to goals.
- Authorizes expenditures as defined by the bylaws and policies, approves invoices and negotiates outside contracts.

Personnel Management:

- The GM is responsible for the creation and implementation of a member centric service culture: setting standards, processes, and ongoing training while providing leadership for managers and staff at the Sunset Club.
- Hires, supervises, and terminates all Club employees.
- Establishes basic personnel policies, updates the Employee Handbook to stay current with regulations. Notifies the Board of Trustees of new hires, terminations and the intent to create or eliminate a staff position.
- Establishes and monitors compliance with purchasing policies and procedures for members and staff.
- Sets clear expectations for Club staff by supervising, training, and directing their work.
- Conducts annual employee evaluations consistent with industry standards. Establishes compensation schedules in line with the Board compensation philosophy.
- Reviews the allocation plan for the donations to the Employee Holiday Fund with the Executive Committee each December.
- Serves as the liaison between all staff and the Board of Trustees. Is visible to and supportive of the staff.

Member Services:

- Along with the President, welcomes new members to the Club.
- Ensures and maintains the highest standards for food, beverage, entertainment and other Club services.
- Oversees Club sponsored programs and events, assists Program Committees with member events and classes. Negotiates contracts for non-members events considering safety and profitability.

Communications:

- The GM must be an exceptional communicator, have adroit interpersonal skills and instinctively know how to make members and guests feel that they are treated in a gracious manner. Further, he or she must be able to communicate these expectations to staff with diverse backgrounds and promote buy-in, so they understand and execute to those expectations.
- In addition, the GM must possess strong working ability with technology, electronic communications, and social media to be used in such areas as member newsletters, brochure production, and electronic updates.
- Maintains membership in the Club Managers Association of America. Attends conferences, workshops and meetings to keep abreast of current information and developments in the field. Informs the Board on best practices.
- Participates in outside activities or meetings, approved by the Board of Trustees, that are deemed appropriate to enhance the image of the Club and broaden the scope of the Club's operation in the community.

- Works collaboratively with the President to structure and guide the Board meetings and agenda.
- Oversees publication of the monthly newsletter, yearbook and maintenance of the web site to ensure quality, accuracy and timeliness.

Visibility:

- The GM is expected to be highly visible, present at the Club as its “face,” and managing operations during regular business hours as well as during evening and weekend private party and club functions. Sincerely and visibly engaged leadership is paramount to success in this position.

CANDIDATE QUALIFICATIONS

- A minimum of three years’ experience as a Clubhouse Manager, Assistant General Manager or equivalent managerial experience in a related industry.
- Experience with financial management and contract negotiations
- Experience in hospitality and event planning.
- Experience overseeing maintenance of a facility.
- Proficiency utilizing computer business systems.
- Spanish language skills are desired

EDUCATIONAL AND CERTIFICATION QUALIFICATIONS

- A Bachelor’s degree is preferred. Other significant experience could be considered.
- CMAA’s Certified Club Manager, CCM or equivalent preferred, but not required.

SALARY & BENEFITS

Salary is open and commensurate with qualifications and experience. The club offers an excellent bonus and benefit package including CMAA membership.

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.

Your letter should be addressed to: Sunset Club Search Committee. Clearly articulate why you want to be considered for this position at this stage of your career and why Sunset Club and the Seattle area will likely be a “fit” to you, your family and the Club if selected.

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

“Last Name, First Name Resume”

“Last Name, First Name Cover Letter Sunset 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.

For directions on how to upload your resume and cover letter, [visit this page](#).

If you have any questions, please email Nan Fisher: nan@kkandw.com

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

LEAD SEARCH EXECUTIVE

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