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GENERAL MANAGER PROFILE: WEST SIDE TENNIS CLUB FOREST HILLS, NY

THE GENERAL MANAGER OPPORTUNITY AT WEST SIDE TENNIS CLUB

One of the Nation's most desirable Racquet and Social Clubs, West Side Tennis Club is an exceptional opportunity for a proactive, strategic, visionary leader who has a history of creating high-performing teams, being on the forefront of trends and leading in a CEO-like manner. Understanding modern club metrics to success, instilling a high level of member and staff engagement, and developing capital strategies modeling for long term financial success is important to this role.

This is one of the more significant opportunities to come open in the State and leading a club that has seen an amazing influx of new, younger members over the past five years is an ideal foundation for a long-term future 'home' for the selected candidate. The next GM will be an affable, dynamic leader that will ensure that the club offers "best in class" service to its members and guests. The ideal candidate will have a proven track record of success in interpersonal communication, hiring and training staff, food and beverage, hospitality, and financial management. He/she will have the leadership skills to handle conflicts and crises while prioritizing hospitality and ensuring a positive club experience. The best candidate will be goal oriented and achieve their vision through their creativity and strong work ethic while maintaining a high energy, positive attitude. This person will be able to work constructively implementing the board's policies, and with Board support, can enforce club rules and policy with members while remaining respectful and transparent in their methods.

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

ABOUT WEST SIDE TENNIS CLUB AND COMMUNITY

West Side Tennis Club (WSTC) is one of America's most historic and iconic tennis clubs and has been the site of some of the sport's most memorable moments. West Side hosted what is now known as the US Open Grand Slam tournament for over 60 years before it was moved to the National Tennis Center in Flushing, NY in 1978. The West Side Tennis Club celebrates its rich tradition of excellence while providing the membership training and game arranging for all levels of play.

West Side Tennis Club offers members and guests 37 tennis courts on 5 different surfaces, including, Grass, Red Clay, Har-Tru, Hard Court & Synthetic Grass. Members enjoy 10 Indoor courts, lighted tennis courts and 3 Platform Tennis Courts plus a fully stocked pro shop.

The staff manages Professional, amateur and Club tournaments while also offering an Adult Tennis Academy, The Junior Rock N' Roll Tennis School and Junior Summer Tennis Camps.

Additional amenities include a Junior Olympic size heated swimming pool, Fitness room and social events plus dining options that include bar areas and indoor and outdoor dining on the terrace.

Along with tennis events and beginning in 1960, the West Side has hosted music concerts in its historic 14,000 seat Forest Hills Stadium Stadium. The Club featured concerts which included The Beatles, Frank Sinatra, Jimi Hendrix, the Rolling Stones, The Who, Diana Ross, Bob Dylan, and the Boston Pops who were just some of the musicians that performed. A new wave of concerts following the 2013 rehabilitation of the Stadium include Mumford & Sons, Ed Sheeran, Tom Petty, Dolly Parton, James Taylor, and the return of The Who, Bob Dylan and Paul Simon.

Anchored by its history, its famous Stadium and familiar Tudor clubhouse, the West Side maintains both a majestic setting and a tranquil oasis for premier tennis in the heart of New York City

WEST SIDE TENNIS CLUB BY THE NUMBERS

- There are approximately: 800 members
- Initiation Fee: \$12,500
- Annual Dues: \$11,355
- Approximate Gross Revenue: \$7.0 M
- Approximate Food and beverage revenue: \$639,000, 80% ala carte, 20% banquet
- The Club is organized as a 501(c)(7)
- Average age of members: 39
- The club uses Jonas for POS and accounting
- Board Members: 13, each serving two-year terms, as well as Standing Committees: Facilities/Master Planning, Membership, House, Entertainment (sub to house), Tennis, Archives and History Council (sub to tennis), Finance, Pool, Legal, Court Development, Centennial, Nominating

WEST SIDE TENNIS CLUB WEB SITE: www.thewestsidetennisclub.com

GENERAL MANAGER - POSITION OVERVIEW

The Board desires a GM who functions in a COO-like fashion, working very closely with the Board of Directors of the Club, and leading an active number of committees. The GM is looked upon as the “face” of West Side Tennis Club and, in “partnership” with key volunteers, is a primary “visionary” to ensure that WSTC consistently executes at an exceptionally high level of personalized service. The GM will continue to look to enhance and elevate the overall membership and staff experience.

A key to his/her success is “putting members first,” and recognizing that the foundation of staff support, mentorship, clear direction and “walking the talk” and “being present” in his/her natural and engaging style. Paying attention to the details of finances, maintenance, SOPs, overall member experience, staff culture and other key areas of success is critical. Clearly, outstanding communication skills, especially the demonstrated ability to “listen and respectfully respond” is essential to success at West Side Tennis Club.

Direct Reports include:

Assistant General Manager, Clubhouse Manager, CFO, Grounds Manager and Department Directors; including Racquets, Membership and Communications.

INITIAL PRIORITIES OF THE NEW GENERAL MANAGER

- Understand, embrace, and execute the Board’s vision and strategy. Work in clear “partnership” with the Board, keeping them actively abreast of results, transparency.
- Aid in the creation of the Club’s Master Plan.
- Proficient management of unique partnership with on-site concert developer, Tiebreaker, for all concert and stadium initiatives.
- Meet and sincerely interact with and engage as many members as possible, “*be present!*” Build trust whenever and wherever possible.
- Bring all of the Club’s departments together with a clear focus on the “West Side Tennis Club Team” and the Club’s goals and mission. Get to know the Senior Staff, evaluating their abilities, and aspirations, ensuring that they and their respective teams have clear expectations and accountabilities in place.
- Develop a report to provide the Board with a thoughtful “State of the Club” analysis following ninety (90) days of overview and insight. This document will be part of the ‘roadmap’ to success, staff, plan, budget and other tactics and strategies for short and longer-term goals and should clearly spell out recommendations and opportunities to ensure “first class” delivery of a highly consistent member experience in all areas.
- Understanding Unions and the Union-Staff relationship.
- Work closely with the Facilities Management team to ensure that they are properly staffed and funded.

- Review capital projects currently in the planning process, adding insights and perspectives relative to viability and successful outcomes.

KEY ATTRIBUTES

- Being a visible, positive, energized, aspirational leader who understands the dynamics of a family-oriented club.
- Superior communication skills, exuding energy and creativity.
- Strong leadership and team development experience.
- Possessive of a strong record of selecting and developing talent in club senior leadership roles, and helping those departmental leaders continuously develop themselves and their respective staffs in a desire to create a culture of continuous evolution to excellence in execution and delivery.
- An experienced hospitality professional who is member-centric and can create an environment where the staff looks forward to coming to work every day.
- A confident, diplomatic, and competent professional who is a *doer* and take-charge person and who recognizes the importance of accountability. A problem solver who commands respect through professional interactions and integrity.
- A track record of results in governance/leadership partnership with active Member Boards.
- Naturally outgoing, conversant, respectful, and diplomatic, but able to say “no” when appropriate without alienating members or staff while doing so.
- Skilled in creating and implementing strategic plans; anticipating how the Club continues to evolve is important and being on the forefront of trends in clubs.
- Possess a deep knowledge in active club operations, with especially strong F & B and banquet skills as well as strong financial acumen and use of technology.
- A record of success in a similar quality club or hospitality venue that has a verifiable history of strong member and or guest satisfaction and support with a Passion for maintaining the highest levels of service.
- Possessive of strong organizational skills and an obsession with details necessary to achieve high levels of quality, satisfaction, and outstanding member experiences.
- Effective financial management skills through oversight of annual operating and capital budgets.
- Uses plans and metrics to set goals, measure and report on performance, and make corrections when needed.
- A charismatic individual *with a sense of humor* and a demeanor that is commensurate with the culture and expectations of a friendly, fun, and supportive membership and team of associates.

CANDIDATE QUALIFICATIONS

- A minimum of 3 - 5 years of verifiable, progressive leadership and management experience in similar environments. NOTE: Those current Assistant General Managers or Managers at well-recognized clubs, with verifiable records of achievement, will be ***strongly*** considered for this role.
- A verifiable career track that demonstrates a record of tenure and commitment to previous employers, and that career moves were for enhancement of skills and experiences as opposed to ‘unplanned’ career changes.
- Strong general leadership skills with verifiable strengths in team development, financial performance, diverse recreational amenity management (tennis, paddle, pickleball, dining, banquets, family activities, aquatics and others are especially desirable), quality food and beverage programming, exceptional member/guest service programming, strategic planning, project management, and most importantly the ability to consistently define and achieve goals and objectives.

EDUCATION AND CERTIFICATION

- A minimum of two years of college with a focus on Hospitality Management is desirable.
- In lieu of a degree, substantial private club or hospitality industry experience will be considered.
- From the club industry, Certified Club Manager (CCM) designation is encouraged with further certifications being of interest as a commitment to on-going and lifelong learning and networking.

CLUB COVID REQUIREMENTS

This club prefers that the staff be fully vaccinated.

SALARY AND BENEFITS

Salary is open and commensurate with qualifications and experience. The Club, along with the typical senior staff benefits, 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. Please be sure your image is not present on your resume or cover letter; that should be used on your LinkedIn Profile.

Prepare a thoughtful cover letter addressed to **Sarah Mannion and Katie Gayvert; Search Committee Co-Chairs** and clearly articulate why you want to be considered for this position at this stage of your career and why the West Side Tennis Club and the Greater New York will be beneficial to you, your family, your career, and the Club if selected.

You must apply for this role as soon as possible but no later than Tuesday, May 31, 2022. Candidate selections will occur in mid-June with first Interviews toward the end of June and second interviews a short time later. The new candidate should assume his/her role in late Summer 2022.

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

“Last Name, First Name - Resume” &

“Last Name, First Name - Cover Letter - WSTC”

(These documents should be in Word or PDF format)

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

If you have any questions, please email Patty Sprankle: patty@kkandw.com or Cherie Kennen at cherie@kkandw.com.

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