



General Manager Profile: The Field Club of Greenwich, Greenwich, Connecticut

The General Manager (GM) of the Field Club of Greenwich helps to protect the grand history of the Club. He/she enables the Club to achieve the vision and brand promise established by the Board of Governors. He/she oversees all activities of the Club, involving members, guests and employees, and reports to the Board of Governors. The GM is expected to lead and manage the staff – operating the club with the utmost professionalism and an unmatched commitment to family, quality and service.

The Field Club of Greenwich was founded in 1908 and serves as a premier racquet sports club in Greenwich – playing host to a number of national champions in its membership. The GM manages an annual operating budget of approximately \$5mm; food and beverage sales account for \$1.8mm of that total. The staff fluctuates between 42 and 68 employees, depending on the season. The GM has approximately 10 direct staff reports. The Board of Governors comprises 20 directors, who serve as heads of the various committees which advise the Board.

The GM coordinates and supervises the management and administrative functions of the Club. He/she also oversees the preparation of annual operating and capital budgets which support the strategic and tactical initiatives and objectives that he/she has established with the Board. Operating oversight includes, but is not limited to, annual food and beverage budgeting and close coordination with the Executive Chef. Member and guest satisfaction – and enjoyment of the culinary and service experience at the Field Club – are primary “drivers” to the overall success of the GM, especially in attracting and retaining members. A successful candidate in this role will be an exceptional communicator, will have adroit personal interactive skills and will be well versed in the hospitality side of food service. Close working relationships with the leaders of the facilities management, racquet sports, and member service areas also will be essential. The Club prides itself on the compatibility and congeniality of its membership. The GM will be expected to epitomize this style of leadership.

Immediate priorities for the GM include:

- Maintain sincere and significant engagement with members, guests, and staff
- Create collegial working relationships across departments

- Maintain fiscal responsibility with direct oversight of operating budget
- Define and document best practices in recruitment, retention and organizational structure

The GM will work with the Board and construction committee during capital projects including the North Campus (Indoor tennis facility) to provide input and overall cooperation with construction firm. The GM will understand business trends that are important to the long-term well-being of the Field Club. He/she will offer recommendations to the Board and/or appropriate Committees for consideration. An ideal candidate will provide superior financial acumen to assist in the development and execution of the Club's operation and long range plan.

The Field Club of Greenwich offers a competitive compensation package along with standard CMAA benefits. Interested candidates will submit their cover letter and resume for consideration to the attention of "Search Committee" via email at: jd@daltonenterprises.com (John Dalton, Vice President)