



Job Title: General Manager

Department: Operations

Reports to: Board of Directors

Supervises: All LATC Employees

Job Summary:

Los Angeles Tennis Club, the oldest member-owned tennis club in Southern California, has an amazing opportunity for a General Manager to lead the club into its' 100th anniversary in 2020 and beyond. The club has recently focused on several initiatives to expand family programming, invest in capital improvements, and re-brand the Food and Beverage program to diversify its' offerings to the membership. The General Manager will report to a 7-member Board of Directors and will attend and lead, where appropriate, committee meetings monthly. The successful candidate will have excellent communications skills, will be adept at building consensus, will display impeccable integrity and honesty, and will have both a strong background in operations as well as a keen eye for financial management. He/she constantly evaluates and trains staff to ensure the highest level of customer service in a "say yes" environment.

Essential Job Tasks:

- 1.) Oversees all club assets and ensures compliance with all city, state, and federal regulations and codes.
- 2.) Manages operating expenses to be in line with budgeted parameters.
- 3.) Leads management team to successful delivery of customer service expectations.
- 4.) Consistently maintains standards of quality.
- 5.) Establishes and monitors controls to minimize food and beverage supply waste and theft.
- 6.) Safeguards all employees by increasing their knowledge about safety, sanitation and accident prevention principles.
- 7.) Works alongside employees as needed, displaying the attitude that no job is beneath any member of the team.
- 8.) Supervises and assists in the proper clean up, closure, and reset of all club facilities.
- 9.) Leads and directs capital improvement initiatives as dictated by the Board of Directors.
- 10.) Implements and monitors success of all new programming and initiatives at direction of the Board of Directors.
- 11.) Evaluates all team members on a regular basis, providing feedback in a timely fashion in addition to performing annual evaluations.
- 12.) Plans and manages all major club events.
- 13.) Monitors the regular cleaning and maintenance schedule for all club areas and equipment.
- 14.) Motivates and develops staff on an ongoing basis in a professional and consistent manner.
- 15.) Avails him/herself, to the best of his/her abilities, to directly assist in the furtherance of Member satisfaction.
- 16.) Always maintains a friendly, hospitable and helpful attitude with all Members, guests and employees.
- 17.) Any other duties as assigned by the Board of Directors.

Job Requirements:

Education: A degree in hospitality is not required, but preferred. A manager on path to achieving the CCM designation or one who has already attained such designation will be shown preference.

Experience: Progressive management experience in club or hotel industries with a logical career progression leading up to F&B Director, Clubhouse Manager, Assistant General Manager, or General Manager positions strongly preferred. Prior experience in a club environment strongly preferred. Skillful at successfully integrating



into a new club culture and environment, learning why everything operates as it does and identifying opportunities for improvement.

Physical: Must be able to stand for long periods of time. Frequent bending, squatting, lifting and turning required. Frequent lifting of heavy objects.

To apply please email a thoughtful cover letter, along with a current resume to Aaron Grant at agrant@latennisclub.com. No phone calls please.