



# GENERAL MANAGER/COO



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# CLEVELAND RACQUET CLUB

*The Cleveland Racquet Club, founded in 1969, is a year-round, full-service private club dedicated to racquet sports, wellness, and social connection. Located in Northeast Ohio, the Club offers a premier athletic experience anchored by exceptional facilities: 10 indoor tennis courts with ultra-cushion surfaces, 12 outdoor Har-Tru clay courts, 2 outdoor hard courts, 3 international squash courts, and 4 paddle courts with a dedicated Paddle Hut. In addition to tennis, squash, paddle, and pickleball, CRC hosts a range of adult and junior programming, including clinics, camps, leagues, and tournaments such as the Cleveland Open, a USTA ATP Challenger event.*

*Beyond racquet sports, CRC offers a modern fitness center, indoor and outdoor pools, wellness services, and more than 25 weekly group fitness classes. Dining and social offerings are integrated into the member experience through both casual spaces and club-wide events. The Club maintains a family-friendly culture that blends tradition with contemporary lifestyle amenities. Its programming, facilities, and community atmosphere reflect a commitment to inclusivity, activity, and long-term member relationships.*

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## GENERAL MANAGER/COO

The General Manager/Chief Operating Officer (GM/COO) is responsible for the full operations and financial performance of the Cleveland Racquet Club. Reporting to the Board of Directors, this individual oversees all departments and leads by example to ensure consistent, high-quality experiences for members and staff. This position will be a strategic partner and hands-on operator, expected to align daily operations with the Club's long-term objectives.

Success in this role requires a high-touch, highly relational leadership style. The GM/COO must be empathetic, self-aware, approachable, and visible. This leader will thrive in Cleveland Racquet Club's unique, family-centric culture and demonstrate a sincere appreciation for racquet sports, a proactive service mindset, and the ability to build trust across diverse stakeholders. Informal by nature but professional in execution, the GM/COO must lead with both authenticity and accountability.







# KEY OBJECTIVES

## Deliver Operational Excellence Across All Departments

- Lead the management team with clear expectations, accountability, and alignment to Club values.
- Oversee daily operations including racquets programming, F&B, aquatics, fitness, family programming, retail operations, events, and facilities.
- Ensure adherence to Club policies, service standards, and internal controls.
- Review and manage department budgets, capital projects, and financial statements with accuracy and transparency.
- A visionary mindset for constantly growing the club.
- Maintain a consistent and visible presence throughout the Club to support service quality and staff morale.

## Build and Sustain a High-Performance, Member-Centered Culture

- Lead by example in fostering a warm, respectful, and collaborative culture.
- Mentor and develop staff at all levels with consistent feedback, recognition, and accountability.
- Build genuine relationships with members and staff through daily engagement and active listening.
- Promote staff well-being and team cohesion through clear communication and values-based leadership.
- Support a culture of service improvement and operational discipline while reinforcing the informal, family-friendly tone of the Club.

## Serve as Strategic and Governance Partner to the Board

- Act as a trusted advisor to the Board and Committees on Club operations, strategy, and capital planning.
- Engage in governance with professionalism, neutrality, and clarity—balancing short-term execution with long-term vision.
- Lead the implementation of the Club’s strategic and business plans; report progress with clear metrics and context.
- Facilitate consensus-building in a member-owned environment with committee involvement.
- Provide proactive, data-informed recommendations that support Club goals and protect its assets.

## Lead Key Transition and Improvement Priorities in the First Year

- Observe, listen, and assess operations and culture before initiating major changes.
- Build trust and alignment with staff through one-on-one relationships and open communication.
- Prioritize improvements in Food & Beverage, including service consistency and leadership support.
- Immerse in the Club’s capital and court expansion projects to ensure smooth integration post-construction.
- Deepen understanding of Club traditions, tennis culture, and member experience through active involvement.
- Build visibility and credibility with members through daily greetings, presence at events, and responsiveness to feedback.



# COMPETENCIES & QUALIFICATIONS

- Minimum 5–7 years in senior leadership at a private club; racquets club experience strongly preferred.
- A bachelor's degree in a related field is preferred.
- A Certified Club Manager (CCM) is preferred.
- Demonstrated success managing complex, multi-department club operations in a member-owned setting.
- Strong financial acumen, including budgeting, forecasting, and financial statement interpretation.
- Experience working closely with Boards and Committees.
- Working knowledge of Jonas and/or Northstar preferred.
- Excellent interpersonal skills with a proven ability to build authentic, trust-based relationships across all demographics.
- A sincere appreciation for tennis and racquet sports; familiarity with high-performance programs is a plus.
- Track record of mentoring and holding staff accountable with empathy and consistency.
- Effective verbal and written communicator; able to adapt style based on context and audience.
- Strong knowledge of F&B management is a must.
- Professional presence, personal integrity, and sound judgment.
- Demonstrated interest in a long-term commitment to the Club and its role in the Cleveland community.
- Proven ability to manage multiple capital projects.
- Understanding of commercial aquatics and facilities management is necessary.
- Ability to lead a board, committees, and staff is a must.



## COMPENSATION & BENEFITS

- Base salary compensation is commensurate with experience, up to a 10% annual bonus.
- Benefits package includes:
- Paid vacation days
- Medical, dental, and vision insurance
- 401K
- Educational allowance
- CMAA dues



Interested and qualified applicants should submit their resume in confidence to  
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[jeff@strategicclubsolution.com](mailto:jeff@strategicclubsolution.com)



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