

## GENERAL MANAGER PROFILE:

### THE PACIFIC CLUB

NEWPORT BEACH, CA

#### GENERAL MANAGER OPPORTUNITY AT THE PACIFIC CLUB

The Pacific Club is seeking a General Manager who leads with confidence, emotional intelligence, and a genuine commitment to people. This individual will empower the team while establishing clear expectations and a culture of accountability rooted in trust and respect. Approachable and warm by nature, the successful candidate will bring a visible, hands-on leadership style, high energy, and a strong sense of urgency, balanced by sound organization, attention to detail, and thoughtful decision-making. With a hospitality-first mindset, he or she will foster positive relationships throughout the Club and create an environment where members and team members feel welcomed, supported, and valued.

Equally important, the General Manager will value continuity and long-term stewardship over quick or disruptive change, honoring the Club's traditions while guiding it forward in a measured and intentional way. Strong financial acumen and disciplined resource management will be foundational to his or her leadership, alongside creativity and strategic thinking. This leader will cultivate a collegial, family-like culture between members and team members, one defined by fairness, professionalism, shared pride, and mutual respect, ensuring that The Pacific Club remains a vibrant and enduring community well into the future.

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

#### ABOUT THE PACIFIC CLUB AND COMMUNITY

The Pacific Club in Newport Beach, CA, is a private membership club established in 1981 that reflects the distinctive, professional leadership and lifestyle of Orange County. Members and their guests experience a blend of memorable dining, personal fitness, important business gatherings, and special events in an atmosphere defined by extraordinary familiarity and formality. The club's mission is to offer a private and welcoming environment where distinguished experiences take place.

Dining at The Pacific Club offers several options tailored to members' preferences. The culinary offerings are crafted with care to provide exceptional food and wine in multiple settings. Members can choose casual dining in Bentley's Bistro, enjoy fine dining in the Talbot Grill, or select an exclusive dining experience in one of the club's private rooms. The club is known for exceptional fare, warm hospitality, and personal service. Dining menus utilize fresh ingredients prepared daily, and notable wine dinners and holiday celebrations are among the popular culinary events hosted by the club.

The club's spa and fitness facilities are designed to support members' health and wellbeing. The fitness center offers a dynamic space with cardiovascular machines, functional workout areas, and ample room for movement. Members also have access to locker rooms, massage and body treatments, and group exercise classes that enhance their overall fitness experience.

Membership at The Pacific Club includes access to a variety of social and cultural experiences. Engaging social events such as wine dinners, cooking classes, dance nights, live musical performances, and an inspirational speaker series are featured regularly, allowing members to connect with one another around shared interests. Special interest groups for wine enthusiasts, travel lovers, car aficionados, and cigar connoisseurs further enrich the social calendar. Members also enjoy reciprocal club privileges, which provide access to premier clubs worldwide when traveling.

The Pacific Club also supports private and corporate events with venues and services to accommodate business meetings, seminars, wedding receptions, holiday parties, and social celebrations. A dedicated team works with members to customize menus, décor, entertainment, and event details to ensure memorable occasions for every gathering.

### THE PACIFIC CLUB BY THE NUMBERS

- There are approximately 570 Members
- Approximately \$11.2M Gross volume
- Approximately \$3.8M Annual dues volume
- Approximately \$6.5M F&B volume (30% a la carte; 70% banquet)
- \$12,500 Initiation fee
- 100 Full Time Employees
- There are 13 Board members with 3-year terms
- 59 is average age of members

THE PACIFIC CLUB WEBSITE: [www.pacificclub.org](http://www.pacificclub.org)

### GENERAL MANAGER – POSITION OVERVIEW

The General Manager at The Pacific Club holds full operational responsibility for all aspects of the Club, providing leadership and oversight of all resources while reporting directly to the President of the Board. The GM serves as the steward of an exceptional, member-centric experience, setting a clear tone of professionalism, integrity, and approachability at the highest levels of service delivery. Leading the management team, this individual will model contemporary best practices in hospitality leadership and foster a positive, highly engaged, and service-oriented culture.

The GM is responsible for translating the Board's vision into actionable strategies and serves as the primary link between the Board, members, committees, and staff. With a collaborative and transparent leadership style, the GM will act as a trusted advisor and thought partner to the Board, ensuring alignment between governance, strategic planning, and day-to-day operations. Maintaining open, proactive, and "no surprises" communication with Board leadership and key stakeholders is essential, as is a consistent and visible presence throughout the Club and broader community.

A critical measure of success for the incoming GM will be the ability to mentor, develop, and hold accountable a highly engaged and talented team, many of whom are long-tenured and deeply committed to the Club. The GM will provide oversight of key operating areas, including food and beverage, membership, fitness and wellness, special events, and facilities, ensuring operational excellence, strong financial stewardship, and the continual enhancement of the member experience. A disciplined, process-driven management approach, paired with a refined understanding of luxury private club service standards, will be essential.

The Pacific Club takes great pride in its strong sense of community and connection among members and team members alike. This culture must be genuinely embraced and thoughtfully sustained by the next GM through visible, relationship-driven leadership that builds trust, engagement, and loyalty. The GM must possess exceptional interpersonal skills and the ability to engage in candid, respectful dialogue with members, balancing diplomacy with sound judgment and decisiveness. Thoughtful stewardship of the Club's traditions, paired with the ability to manage evolving member expectations, will be critical to long-term success in this role.

### INITIAL PRIORITIES OF THE NEW GENERAL MANAGER

- Listen, learn, and observe. Become familiar with the culture and history of the Club. Cultivate relationships with members, their families, and team members.
- Conduct a comprehensive evaluation of existing programming and the overall member experience, identifying opportunities to refine, elevate, and innovate in alignment with the Club's vision and standards of excellence.

- Assess the current membership structure and collaborate with the Board to align attraction, integration, and retention strategies with the Club's long-term vision.
- Work in partnership with the Board to create and execute a thoughtful strategic plan that guides decision-making and positions the Club for long-term success.
- Work in partnership with the Facilities Director to anticipate maintenance needs, establish proactive maintenance standards, and ensure timely execution that supports an exceptional member experience.
- Work to engage various demographics of the membership and evaluate their needs, wants, programming, etc.
- Monitor and share emerging fitness and wellness trends with the Board and committees to support informed decision-making and future planning.
- Cultivate and strengthen relationships within the broader community to enhance the Club's visibility, reputation, and long-term growth.
- Create a "State of the Club" report to the Board after ninety days of evaluation and observation, providing keen insights and recommendations for procedures, staffing, programming, and other key processes within the Club.

## **CANDIDATE QUALIFICATIONS**

- A minimum of 5 - 7 years of verifiable, progressive leadership and management experience in an active, private member-focused club or luxury hospitality environment. NOTE: While having a strong preference for those who have experience in the GM/COO role, those current Assistant General Managers or Club Managers at well-recognized clubs, with verifiable records of achievement, may be considered for this role.
- Strong general management skills with verifiable strengths in team development, financial stewardship, fitness and wellness, quality food and beverage programming (especially important), exceptional member/guest service programming, strategic planning, project management, and most importantly the ability to consistently define and achieve goals and objectives.
- Exhibit financial and budgeting acumen with prior significant P&L responsibility, as well as a true understanding of the balance sheet, capital reserve strategies, and cash flow.
- Exceptionally strong communication and facilitation skills, both in writing and verbally. Communication with members and staff, and 'sincere and engaged' personal visibility are of immense importance.
- An absolute "Team Builder." A person who embodies the persona of ultimate coach and motivator who exemplifies a team spirit attitude; someone who brings out the very best in those around him/her by setting clear goals and expectations, providing consistent feedback and support, and who is respectful and professional in all interpersonal dealings.
- A confident, diplomatic, and competent professional who is a 'doer' and take-charge person and who recognizes the importance of accountability.
- Someone who is at ease in developing relationships with all demographics of members.
- Possessive of strong organizational skills, and an obsession with covering the details necessary to consistently achieve high levels of quality, satisfaction, and outstanding member experiences.

## **EDUCATIONAL AND CERTIFICATION QUALIFICATIONS**

- A bachelor's degree is preferred, with a focus on Hospitality Management.
- Substantial private club or hospitality experience will be considered in lieu of the degree. Industry certifications such as CCM are encouraged but not required.

## **EMPLOYMENT ELIGIBILITY VERIFICATION**

In compliance with federal law, all hired employees must verify their identity and eligibility to work in the United States and complete the required employment eligibility verification form upon hire.

## **SALARY AND BENEFITS**

Salary is open and commensurate with qualifications and experience. The club offers an excellent bonus and benefits package, including association membership. Salary Range: \$240,000 - \$275,000.

## INSTRUCTIONS ON HOW TO APPLY

Please upload your resume and cover letter in the order listed using the link below. When prompted for them during the online application process, you should have your documents fully prepared to attach. Please be sure your image is not on your resume or cover letter; it should be used on your LinkedIn Profile.

Prepare a thoughtful cover letter addressed to **Mr. Michael Flynn, Search Committee Chair**. Clearly articulate your alignment with this role, why you want to be considered for this position at this stage of your career, and why The Pacific Club and the Newport Beach, CA area will benefit you, your family, your career, and the Club if selected.

**You must apply for this role as soon as possible but no later than Friday, February 27, 2026. Candidate selections will occur early March, with the first Interviews expected in the March 2026 and the second interviews a short time later. The successful candidate should assume his/her role as soon as possible.**

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

“Last Name, First Name - Resume” &

“Last Name, First Name - Cover Letter – Pacific 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.

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

If you have any questions, please email Alice Stevens at [alice@kkandw.com](mailto:alice@kkandw.com)

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