

# KOPPLIN KUEBLER & WALLACE

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## **GENERAL MANAGER PROFILE: LONGWOOD CRICKET CLUB CHESTNUT HILL, MA**

### **GENERAL MANAGER OPPORTUNITY AT LONGWOOD CRICKET CLUB**

Longwood Cricket Club seeks a highly visible, emotionally intelligent, and operationally sophisticated General Manager to serve as chief operating officer and cultural steward of one of the world's most historic and respected tennis clubs. The General Manager will partner closely with the Board of Directors to guide the club's continued vitality and operational excellence, honor its traditions, and deliver an exceptional member experience across tennis, aquatics, food and beverage, and social programming. Longwood offers a rare opportunity to lead a nationally significant institution entering its 150th chapter, supported by a passionate and highly engaged membership.

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

### **ABOUT LONGWOOD CRICKET CLUB**

Longwood Cricket Club is one of the world's most respected and historically significant tennis clubs, founded in 1877 and long regarded as an early center of American tennis. Originally a cricket club, it added lawn tennis in 1878 and helped shape the sport's growth in the United States. The Club relocated to its present Hammond Street campus spanning Newton and Brookline in 1911, reopening after extensive grounds development.

Longwood is famously the birthplace of the Davis Cup (1900) and later hosted major events including the National Doubles Championships, the Wightman Cup, and the U.S. Pro Championships from 1964–1999—the world's oldest professional tennis tournament. Legendary champions from Bill Tilden and Rod Laver to Billie Jean King and Martina Navratilova competed on its grass courts. At the same time, Arthur Ashe's landmark 1968 victory marked a pivotal social and sporting moment. Today, Longwood remains deeply connected to championship tennis as the annual host site for several USTA National Championships.

The Club features 44 courts (25 grass and 19 Har-Tru clay), three swimming pools, dining venues, and vibrant junior and adult programs. With more than 1,200 members, Longwood blends elite competition with a welcoming community centered on lifelong participation in tennis. The Club is open from mid-April through mid-November. The clubhouse remains accessible in the off-season for Board meetings, and member use for small social events and programs such as bridge and mah-jongg.

### **LONGWOOD CRICKET CLUB BY THE NUMBERS**

- Approximate Gross Volume - \$5M
- 44 courts (25 grass, 19 Har-Tru clay)
- Annual Dues Volume Approximately: \$3.72M
- Three swimming pools
- Approximately 1200+ members
- Club employees: 7 FTE; 120 Seasonal
- Number of Board Members – 12, 3-year term
- 5 Officers with 2-year terms
- Club uses Jonas for Accounting
- Taxable Status - 501(c)(7)
- Initiation Fee: \$27,500 - couple or family

- Club Committees: Admissions, Communications, Finance, Grounds, Health and Safety, House, Food & Beverage, Junior, New Member, Pool, Reciprocal, Social, Tennis

**LONGWOOD CRICKET CLUB WEBSITE:** [www.longwoodcricket.com](http://www.longwoodcricket.com)

### **GENERAL MANAGER - POSITION OVERVIEW**

The ideal candidate will possess:

- Progressive leadership experience in a private club or hospitality environment
- Demonstrated success leading department heads and seasonal teams
- Strong financial and budgeting acumen
- Experience working with active Boards and committees
- Operational depth in food & beverage and hospitality programming
- Strategic planning and capital project exposure
- Technology literacy is appropriate for modern club operations
- A visible, confident, and steady leadership presence
- Tennis knowledge is valued; appreciation for tennis culture is essential.

Direct Reports include the Director of Food & Beverage, Aquatics Manager, the Building Manager, the Controller, the Director of Grounds, and the Director of Racquets.

#### **The successful General Manager will be:**

- Gracious and polished leader
- Emotionally intelligent
- Visible, approachable, diplomatic yet firm
- Calm under pressure
- Highly organized and detail-oriented
- Member-focused but staff-supportive
- Strategic without being disruptive

This individual must possess gravitas, warmth, and the ability to protect and enhance Longwood's stature in the tennis world.

### **THE RIGHT FIT**

Longwood does not seek dramatic reinvention. It seeks thoughtful stewardship, elevated execution, disciplined leadership, and cultural alignment. The right General Manager will understand that Longwood is not simply a club but a tennis community, a historic institution, and a meaningful part of its members' lives.

### **INITIAL PRIORITIES OF THE NEW GENERAL MANAGER**

- Understand, embrace, and execute the Board's vision and strategy. Work in a clear partnership with the Board, keeping them actively abreast of results and maintaining transparency.
- Conduct a comprehensive listening tour with members and staff.
- Improve communication systems and cadence.
- Assess F&B operations and staffing model.
- Prepare and execute a meaningful 150<sup>th</sup>-anniversary season in 2027.
- Deliver a 90-day "State of the Club" operational assessment.
- Reinforce standards of cleanliness, presentation, and service consistency.
- Work with and implement the upcoming capital reserve study.
- Proficient in Human Resource management, understanding that team member and club member culture is of the utmost importance.
- Bring all the Club's departments together with a clear focus on the "Longwood Cricket Club Team" and the Club's goals and mission. Get to know the Senior Staff, evaluate their abilities and aspirations, and ensure they and their respective teams have clear expectations and accountabilities in place through regular performance reviews. In essence, evaluate the senior staff structure and alignment.

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

### **CANDIDATE QUALIFICATIONS**

- 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, aquatics, dining, banquets, family activities, 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.
- Being a visible, positive, energized, and aspirational leader who understands the dynamics of a historical, member-driven, tradition-bound club.
- Superior communication skills, exuding energy, and creativity.
- Skilled in creating and implementing strategic plans; anticipating how the Club continues to evolve is important, and being at 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.
- Naturally outgoing, conversant, respectful, and diplomatic, but able to say “no” when appropriate without alienating members or staff while doing so.
- Highly Visible & Member-Centric Leadership - The GM must: be consistently present — on the courts, in the clubhouse, and throughout club activities — building trust across generations. This role cannot be managed from behind a desk.
- Staff Leadership & Organizational Alignment: The GM will establish clear expectations, strengthen hiring and training standards, improve cross-departmental coordination, and foster a unified “Longwood Team” culture grounded in professionalism and respect.
- Communication Excellence - Success requires clear, timely, and thoughtful communication through improved messaging, accurate information systems, and respectful listening and response.
- Financial Stewardship & Strategic Discipline - Responsibilities include disciplined budget oversight, careful labor management, thoughtful capital planning, and long-term sustainability aligned with member expectations.
- Hospitality & Experience Elevation - While tennis remains central, the GM will refine food & beverage consistency, bar service, clubhouse presentation, and overall hospitality standards while respecting Longwood’s identity as a tennis-focused institution.
- Governance Partnership - The GM will operate in true partnership with the Board and committees, maintaining appropriate governance boundaries while providing calm, confident leadership and professional guidance.

### **EDUCATIONAL AND CERTIFICATION QUALIFICATIONS**

- A bachelor’s degree is preferred with a focus on Hospitality Management.
- In lieu of the degree, substantial private club or hospitality experience will be considered.
- Industry certifications such as CCM OR CCE are encouraged but not required.
- A minimum of 4 - 5 years of verifiable, progressive leadership and management experience in similar environments. NOTE: Candidates may include experienced General Managers or well-prepared Assistant General Managers ready to assume full leadership responsibility in a high-profile environment.

### **EMPLOYMENT ELIGIBILITY VERIFICATION**

In compliance with federal law, all persons hired will be required to verify identity and eligibility to work in the United States and to 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: \$160,000 - \$190,000 plus performance bonus.

**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 attach when prompted 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 **Mr. Tim Ho, President**, and clearly articulate your alignment with this role and why you want to be considered for this position at this stage of your career, and why LCC and the Chestnut Hill, MA area 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, April 7, 2026. Candidate selections will occur in mid-April, with first Interviews expected in late- April and second interviews in early-May 2026. The new candidate's start date will be mutually agreed upon.**

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

“Last Name, First Name - Resume” &

“Last Name, First Name - Cover Letter – Longwood Cricket Club”

(These documents should be in Word or PDF format.)

Note: Once you complete the application process for this search, you will not be able to go back and add additional documents.

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

If you have any questions, please email Katy Eliades: [katy@kkandw.com](mailto:katy@kkandw.com)

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