

GENERAL MANAGER/CHIEF OPERATING OFFICER PROFILE: THE AMERICAN CLUB HONG KONG HONG KONG, CHINA

GENERAL MANAGER/CHIEF OPERATING OFFICER OPPORTUNITY AT THE AMERICAN CLUB HONG KONG

The American Club Hong Kong, one of Asia's most distinguished private clubs and recently celebrating its Centennial Year, is seeking a General Manager/Chief Operating Officer (GM/COO) to lead the organization into its next chapter. Widely recognized as Hong Kong's premier American private club, The American Club is uniquely positioned as the only member-owned club in Hong Kong that owns both a prestigious Town Club in the city's financial district and a Country Club on the southern shore of Hong Kong Island. Serving more than 3,100 members and their families, the Club offers an exceptional blend of dining, recreation, wellness, social engagement, and community connection within a distinctive American atmosphere.

Reporting to the Board of Governors, the next GM/COO will be entrusted with preserving the Club's strong heritage while helping shape its future. The ideal candidate will be a visible, engaging, and culturally astute leader with exceptional financial, operational, and strategic capabilities. This individual will work closely with the Board, committees, members, and staff to advance long-term objectives, enhance the member experience, strengthen organizational culture, and position The American Club to thrive in an increasingly competitive and evolving international environment. This is an exceptional opportunity for a proven private club or hospitality executive to lead one of the most respected and internationally recognized clubs in the world.

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

ABOUT THE AMERICAN CLUB HONG KONG

Established in 1925, The American Club Hong Kong is one of Asia's most respected and internationally recognized private clubs. For 100 years, the Club has served as a gathering place for social, recreational, family, and business activities within a distinctive American atmosphere. Today, it stands as a central pillar of the American community in Hong Kong, alongside organizations such as the U.S. Consulate General, the American Chamber of Commerce, the American Women's Association, Hong Kong International School, and numerous U.S. university alumni organizations.

The American Club is unique in Hong Kong as the only member-owned club that owns both a Town Club and a Country Club. The Town Club occupies a prestigious location atop Two Exchange Square in the heart of Hong Kong's Central Business District, offering exceptional dining, business, and social experiences with panoramic views of Victoria Harbour. The Country Club, located in Tai Tam on the southern side of Hong Kong Island, provides a resort-style environment featuring extensive dining venues, fitness and wellness facilities, aquatics, racquet sports, family recreation, and access to the Club's yacht, Screaming Eagle.

The Club's approximately 3,100 members represent one of the most international and accomplished memberships found anywhere in the private club industry. While maintaining its American heritage and values, the membership reflects the global nature of Hong Kong, with Americans comprising roughly half of the membership and the balance representing a diverse international community. Including family members, the Club serves approximately 8,500 users who enjoy a broad range of social, recreational, and lifestyle offerings throughout the year.

Beyond its two campuses, members enjoy access to an impressive portfolio of reciprocal and affiliated amenities, including more than 90 reciprocal clubs worldwide, golf privileges, boating opportunities, and other unique experiences. The Club has earned Platinum Club of the World recognition since 2018 and continues to be regarded as one of Hong Kong's premier private clubs.

As The American Club enters its second century, it remains committed to preserving its rich traditions while evolving to meet the needs of future generations.

Guided by a strong Board of Governors, an engaged membership, and a talented staff team, the Club is exceptionally positioned to build upon its legacy of excellence, community, hospitality, and service.

THE AMERICAN CLUB HONG KONG BY THE NUMBERS:

- Founded: 1925 (Celebrated 100 Years in 2025)
- Approximately 3,172 Members Across All Membership Categories
- Approximately 8,500 Total Club Users, Including Family Members
- Approximately 50% American Voting Members and 50% International Associate Members
- Gross Annual Revenue: HKD \$317.5 Million (USD \$40.7 Million)
- Annual Dues Revenue: HKD \$129 Million (USD \$16.5 Million)
- Annual Food & Beverage Revenue: HKD \$126.1 Million (USD \$16.1 Million)
- Two Clubhouses: Town Club (Central) and Country Club (Tai Tam)
- More than 90 Reciprocal Clubs Worldwide
- Platinum Club of the World since 2018
- 340 Full-Time Employees
- Approximately 20 Casual Employees (Varies Seasonally)
- Average Member Age: 55.4
- 13-Member Board of Governors
- 12 Board Committees and Subcommittees

THE AMERICAN CLUB HONG KONG WEBSITE: www.americanclubhk.com

GENERAL MANAGER/CHIEF OPERATING OFFICER– POSITION OVERVIEW

The General Manager/Chief Operating Officer is responsible for the overall leadership, management, and success of The American Club Hong Kong. Reporting directly to the Board of Governors through the President, the GM/COO is entrusted with preserving the Club's distinctive American identity while ensuring the delivery of an exceptional member experience across both the Town Club and Country Club campuses. The GM/COO is responsible for the effective management of all Club operations, financial performance, facilities, personnel, strategic initiatives, and member services in a manner consistent with the Club's mission, values, and long-term objectives.

The next GM/COO will inherit one of the most unique and visible leadership positions in the international private club community. The American Club Hong Kong is a complex, multi-campus operation serving a highly engaged, sophisticated, and diverse membership with expectations for excellence in hospitality, recreation, governance, and financial stewardship. The successful candidate will possess the leadership presence, professional gravitas, and cultural intelligence necessary to effectively engage with members, staff, committees, and the Board while driving a collaborative, high-performing organizational culture.

The GM/COO will lead an experienced senior leadership team and be expected to create clear accountabilities, strengthen communications with all stakeholders, and continue developing a culture of empowerment, trust, and consistent, high standards of operational excellence. The Club seeks a leader who is visible, approachable, and highly engaged throughout both campuses of the operation, while maintaining the strategic perspective necessary to guide long-term planning, financial sustainability, capital investment, and organizational development.

Exceptional financial acumen is critical to success in this role. The GM/COO must possess a strong understanding of budgeting, forecasting, capital planning, and business analytics while balancing the Club's commitment to exceptional service, fiscal responsibility, and long-term sustainability. Experience managing complex hospitality operations, leading through evolving market conditions, and identifying opportunities for operational efficiencies and revenue enhancement will be highly valued.

The GM/COO serves as the primary liaison between the Board of Governors and the management team, translating strategic objectives into actionable plans and measurable results. The ability to work effectively within a committee-driven governance structure, provide thoughtful recommendations, communicate with clarity and transparency, and maintain appropriate boundaries between governance and operations will be essential.

As The American Club enters its second century, the next GM/COO will have the opportunity to help shape the Club's future while honoring its proud heritage. Success will be defined by the ability to strengthen the member experience, develop and retain exceptional staff, advance strategic initiatives, preserve the Club's unique culture, and position the organization for continued relevance and success for generations to come.

INITIAL PRIORITIES OF THE NEW GENERAL MANAGER/CHIEF OPERATING OFFICER

People and Culture

- Invest significant time during the first several months building relationships with the Board of Governors, Committees, Members, and Staff to gain a thorough understanding of the Club's culture, history, governance structure, and operational environment before implementing significant changes.
- Establish credibility and trust through visible, consistent engagement with members and employees across both clubhouses.
- Be approachable, accessible, and actively involved in the day-to-day life of the Club, balancing time between both campuses.
- Evaluate the organizational structure, leadership team dynamics, succession planning efforts, and employee development practices to ensure the Club is positioned to attract, retain, and develop exceptional talent.

Member Experience

- Conduct a comprehensive review of the member experience across all areas of the operation, including dining, recreation, programming, facilities, communications, and service delivery, while identifying opportunities for enhancement and consistency.
- Develop a deep understanding of the Club's unique membership composition, balancing the expectations of long-tenured members, newer members, families, and the Club's highly international community while preserving its distinctive American identity.

Governance And Strategic Alignment

- Establish strong working relationships with the Board of Governors and Committees while developing a clear understanding of governance practices, decision-making processes, current strategic priorities, and long-range objectives.
- Review existing strategic planning initiatives, capital planning efforts, membership trends, and facility development considerations to ensure alignment between operational execution and the Club's long-term vision.

Operations and Financial Stewardship

- Conduct a thorough assessment of the Club's financial position, budgeting processes, capital reserves, operational efficiencies, and key performance metrics to identify opportunities for continued fiscal responsibility and long-term sustainability.
- Review operational standards, technology platforms, and business processes across both campuses to identify opportunities for efficiency, enhanced communication, improved data utilization, and elevated member service.
- Evaluate current and future capital projects, facility maintenance programs, and long-range infrastructure needs to ensure appropriate planning, prioritization, and execution.

CANDIDATE QUALIFICATIONS

- Demonstrated success as a General Manager/Chief Operating Officer, General Manager, Managing Director, Resort Manager, Resident Manager, or similar senior executive within a private club, luxury hospitality, or comparable service-focused organization.
- Proven experience leading complex, multi-faceted operations with multiple facilities, diverse amenities, substantial food and beverage operations, and large employee populations.
- Strong financial acumen with demonstrated success in budgeting, forecasting, capital planning, business analytics, and long-term financial stewardship.
- Experience developing, mentoring, and leading high-performing management teams while creating a culture of accountability, collaboration, empowerment, and service excellence.
- Exceptional verbal, written, presentation, and interpersonal communication skills with the ability to effectively engage members, staff, committees, and Boards.

- Demonstrated success operating within a governance-driven environment and working effectively with volunteer leaders, committees, and Boards while maintaining appropriate distinctions between governance and management responsibilities.
- A highly visible, approachable, and engaging leadership style with a genuine commitment to member satisfaction, employee engagement, and organizational culture.
- Serve as a principal representative of the Club, nurturing productive relationships with members, staff, government officials, the U.S. Consulate, and key American institutions in Hong Kong, including Hong Kong International School, to enhance the Club's profile, influence, and community engagement.
- Strong strategic planning and execution capabilities with the ability to translate long-term objectives into actionable plans and measurable results.
- Experience overseeing capital projects, facility enhancements, renovations, or long-range infrastructure planning is highly desirable.
- Demonstrated ability to utilize data, technology, and operational metrics to improve decision-making, efficiency, communication, and overall organizational performance.
- Cultural awareness, adaptability, and the ability to effectively lead within a diverse international environment. Experience living or working internationally, particularly within Asia-Pacific markets, is highly desirable.
- An appreciation for and ability to embrace The American Club Hong Kong's distinctive American identity while successfully serving a highly international membership community.
- A reputation for integrity, professionalism, sound judgment, resilience, humility, and a commitment to excellence.

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 or CCE are encouraged but not required.

SALARY AND BENEFITS

The salary is open and commensurate with qualifications and experience. The Club offers an excellent bonus and benefits package, including an attractive accommodation allowance

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 be attached 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. Tom Kollar, President, The American Club Hong Kong, and the Search Committee**. 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 American Club Hong Kong and the Hong Kong 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, July 24, 2026. Candidate selections will take place in late July and early August, with the first interviews expected in mid-August 2026 and the second interviews shortly thereafter. The successful candidate should assume their role as soon as reasonably possible following selection and completion of any transition and relocation requirements.

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

"Last Name, First Name - Resume" &

"Last Name, First Name - Cover Letter – ACHK"

(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 Zak Kuebler: zak@kkandw.com

Lead Search Executives:

Michael Herd

Head of International Search & Consulting, KOPPLIN KUEBLER & WALLACE

O: (833) KKW-HIRE, ext. 710 – United States

M: +44 (0) 7903 035312 – United Kingdom

michael.herd@kkandw.com

Kurt D. Kuebler, CCM, CMAA Fellow

Partner

O: (833) KKW-HIRE, ext. 701

M: (407) 864-6798

kurt@kkandw.com