



## GENERAL MANAGER

Lead a Legacy. Elevate Every Member Moment.

### THE OPPORTUNITY

**High-Touch Hospitality**  
**Disciplined Club Leadership**

Fig Garden Swim & Racquet Club invites applications for its next General Manager - an accomplished, service-driven private club leader who understands that the finest member experience appear effortless.

The next General Manager will preserve FIG's distinctive sense of belonging while strengthening the people, systems, standards, financial discipline and infrastructure that support an exceptional private club.

### POSITION SNAPSHOT

#### LOCATION

Fresno, California

#### REPORTING

Board of Directors; closely aligned with the Board President

#### SCHEDULE

Full-time; Evening and weekend visibility required

#### APPLY BY

Friday, August 14, 2026

Experienced private-club General Managers, Clubhouse Managers and Chief Operating Officers are encouraged to apply. High-performing Assistant General Managers will receive strong consideration.



#### LEAD PEOPLE

Build a high-performing, service-oriented team

#### STRENGTHEN SYSTEMS

Create disciplined operations that work quietly

#### ELEVATE SERVICE

Deliver a personal, seamless member experience



## A private estate. A lasting community institution.

### THE STORY OF FIG

The story begins in 1916, when Delbert and Rose DeVaux began building their home at Maroa and Rialto. Completed in 1919, the property introduced two residential firsts for Fresno: an underground sprinkler system and a private swimming pool.

The grounds later became a popular swimming and private-event destination. During World War II, the larger pool was used by the Army for water-survival training, while the original pool area served as an officers club.

In 1962, ten founders purchased the estate. The member-owned, family-oriented Fig Garden Swim & Racquet Club was established in 1963.

### THE CLUB AT A GLANCE

|                                                                      |                                                                          |                                                                             |
|----------------------------------------------------------------------|--------------------------------------------------------------------------|-----------------------------------------------------------------------------|
| <b>450</b><br><b>FAMILY MEMBERSHIP</b><br>Current membership is full | <b>\$1.6M</b><br><b>ANNUAL DUES VOLUME</b><br>Club-provided 2026 profile | <b>\$750K</b><br><b>ANNUAL F&amp;B VOLUME</b><br>Dining, Café, Bar & Events |
| <b>\$1.6M</b><br><b>GROSS PAYROLL</b><br>Annual Club payroll         | <b>11+6</b><br><b>BOARD + COMMITTEES</b><br>11 Directors; 6 Committees   | <b>12+4</b><br><b>RACQUET COURTS</b><br>12 Tennis; 4 Pickleball             |
| <b>2</b><br><b>OUTDOOR POOLS</b><br>Heated Lap + Recreation          | <b>8</b><br><b>ACRES</b><br>Manicured grounds + Event space              | <b>7 DAYS</b><br><b>CAFÉ &amp; BAR</b><br>Full-service operation            |

### AN ACTIVE, MULTI-GENERATIONAL CLUB EXPERIENCE

#### AQUATICS

Heated lap and recreation pools; swim team; lessons; private training; adult instruction; Masters swimming

#### RACQUET SPORTS

Tennis and pickleball for beginners through competitive players; lessons, clinics, social play and leagues

#### FITNESS & FAMILY

Full fitness facilities; group fitness classes; personal training; massage therapy; Kids Club, family-focused programming

#### DINING & EVENTS

Seven day cafe and bar; member traditions; private gatherings including weddings, celebrations of life, baby showers, retirement events

Member Owned • Family-Oriented • Full Membership • Eight Acres in Historic Old Fig Garden



**ACTIVE LIFESTYLES. ENDURING TRADITIONS. PERSONAL CONNECTIONS.**  
*The FIG experience is relaxed, welcoming and intentionally well run*

## THE LEADERSHIP MANDATE

# One executive leader. One coordinated member experience.

The General Manager is the Club's senior operating executive and primary operating partner to the Board of Directors. The GM leads across departments, establishes clear standards, creates accountability and ensures that every function contributes to one seamless member experience.

### MEMBER EXPERIENCE & CULTURE

- Be visible, approachable and sincerely engaged as the face of the Club.
- Deliver warm, personalized and responsive service while respecting privacy and discretion.
- Know members and families, understand expectations and strengthen engagement and retention.
- Resolve complaints and suggestions promptly and professionally.

### PEOPLE, SYSTEMS & OPERATIONS

- Lead department heads and managers while maintaining accountability for all Club employees.
- Recruit, train, mentor, develop and retain a service-oriented team.
- Build practical procedures, schedules, standards and communication rhythms that work quietly behind the scenes.
- Create a one-team culture in which every role supports the member experience.

### FINANCIAL & FACILITIES STEWARDSHIP

- Lead annual operating and capital budgets, forecasting, payroll, discipline and financial reporting.
- Install effective controls for purchasing, inventory, supplies and operating costs.
- Identify efficiencies without compromising service quality.
- Protect the Club's buildings, grounds, pools, courts, equipment and long-term capital needs.

### GOVERNANCE, STRATEGY & RISK

- Work as an informed thought partner to the Board, the president and committees.
- Provide timely information, sound recommendations and disciplined execution of approved direction.
- Maintain compliance with bylaws, policies, contracts and applicable laws.
- Balance respect for the Club's history with thoughtful modernization and long-range planning.

## FOOD & BEVERAGE: A CRITICAL SUCCESS FACTOR

**\$750,000**  
ANNUAL F&B VOLUME

- Evaluate current food-and-beverage operations and establish an actionable plan to optimize member satisfaction.
- Oversee appealing menus, appropriate pricing, exemplary service and disciplined operating controls.
- Recruit and retain strong café and entry-level staff while building a positive workplace culture.



*Facilities are prepared. Employees are informed. Programs begin on time. Concerns are resolved discreetly. Members simply experience a Club that works.*

## FIRST-YEAR LEADERSHIP PRIORITIES

### SERVICE

Standards + Cadence

### PEOPLE

Roles + Training

### FINANCE

Controls + Reporting

### FACILITIES

Maintenance + Capital

### RISK

Safety + Readiness

### TRUST

Steady Communication

**MEMBER EXPERIENCE IS THE OPERATING STANDARD.**

*Every department. Every shift. Every member moment.*



## LEADERSHIP PROFILE & RESPONSIBILITIES

### Visible partnership. Disciplined follow-through.

FIG is seeking a leader who combines genuine warmth with disciplined operational leadership — someone who knows when to be highly visible, when to listen and when to work quietly behind the scenes.

#### OPERATING LEADERSHIP

- Solutions-based, proactive operating style with a demonstrated sense of urgency.
- Superior interpersonal and written communication skills for members, staff and the Board.
- Comfort using websites, newsletters, digital tools and social media.
- Strong financial management and annual operating-budget oversight.
- Strategic leadership across a multi-department recreational and hospitality operation.
- A sophisticated understanding of dining and food-and-beverage experiences.

#### PRESENCE & PARTNERSHIP

- Visible, approachable and accessible to members and staff at the right times and places.
- Patience to observe, listen, ask questions and learn the Club's culture and community.
- Disciplined follow-up that moves team goals to timely completion.
- Demonstrated ability to mentor and develop department heads and staff.
- Strong hiring, training and communication practices that create teamwork and consistency.
- Diplomatic, open and productive relationships with the Board and committees.

#### CORE RESPONSIBILITIES

##### FINANCIAL MANAGEMENT

- Prepare annual operating and capital budgets and manage operations to approved results.
- Engage department heads in budgets, capital plans, fiscal controls and operating guidelines.
- Install controls for payroll, purchasing, inventories and supplies; maintain timely reporting.
- Continually identify appropriate efficiency and cost-saving opportunities.

##### EMPLOYEE RELATIONS

- Create and reinforce a one-team culture across all departments.
- Act as mentor and developer of professional talent; provide ongoing training.
- Lead recruitment that positions FIG as a sought-after employer, especially for café and entry-level roles.
- Maintain a positive, healthy workplace free of avoidable safety risks and harassment.

##### MEMBER SERVICES & OPERATIONS

- Know members, families and expectations; provide premier service across dining, social and recreational experiences.
- Apply private-club management best practices and improve procedures where needed.
- Maintain appropriate visibility during regular hours, evenings, weekends and major Club functions.
- Address concerns involving service, programs, employee conduct, maintenance and appearance.

##### BOARD, FACILITIES & COMPLIANCE

- Build a strong working relationship with the Board President, directors and committees.
- Provide accurate information and recommendations, then execute approved direction with discipline.
- Maintain familiarity with bylaws, ground rules, policies and governance responsibilities.
- Protect facilities and grounds while monitoring contracts, safety systems, legal obligations and risk exposure.

Member Services • Personnel • Finance • Facilities • Aquatics • Tennis • Pickleball • Fitness  
Food & Beverage • Events • Safety • Communications • Long-Range Planning

#### THE IDEAL CANDIDATE

FIG is seeking an emotionally intelligent, ethically grounded and service-oriented executive who combines a polished but unpretentious hospitality presence with strong operational discipline.

- A minimum of five years of verifiable, progressive leadership and management experience in an active, private member-focused club environment, or an equivalent combination of related education and experience.
- A career record demonstrating tenure, commitment and purposeful growth in skills and responsibility.
- Verifiable strengths in team development, financial performance, recreational amenity management, food and beverage, member service, strategic planning and project management.
- The ability to define goals, establish accountability and consistently achieve results.
- Exceptional communication skills, sound judgment, confidentiality and comfort with technology.
- Flexibility to work evenings, weekends and major Club events.

#### POSITION DETAILS

##### EMPLOYMENT

Full-time, exempt

##### LOCATION

4722 N. Maroa Avenue  
Fresno, CA 93704

##### BENEFITS

Health benefits and 401(k)  
profit-sharing plan

##### REPORTING

Board of Directors,  
working closely with the  
Board President

PROFESSIONAL LEADERSHIP. TRANSPARENT COMMUNICATION. DISCIPLINED EXECUTION.

## A compelling leadership opportunity in the heart of California

Candidates should explain not only why the role is right for them, but why Fig Garden and the Fresno area are the right fit for their family, career and long-term contribution to the Club.

### A CENTRAL CALIFORNIA BASE

- Commercial and cultural center of the central San Joaquin Valley, with metropolitan amenities and established neighborhoods.
- Approximately 300 days of sunshine each year.
- Year-round access to golf, hiking, water recreation and winter sports.
- Proximity to Yosemite, Kings Canyon and Sequoia National Parks.

### LIFESTYLE & OPPORTUNITY

- Housing is generally more attainable than in California's largest coastal metropolitan areas.
- The region offers universities, healthcare systems, arts, dining and a strong agricultural and entrepreneurial economy.
- Fresno's central location supports an active local lifestyle and convenient regional travel.

## How To Apply

### SUBMIT YOUR MATERIALS

Submit a resume and a thoughtful cover letter to:  
[jonathonm@fig-garden.com](mailto:jonathonm@fig-garden.com)

Address the letter to the

Fig Garden Swim & Racquet Club Search Committee  
and Mr. Anthony Johnson, Board President

- Your alignment with the leadership requirements and service culture described in this profile.
- Why this role is the right next step at this stage of your career.
- Why Fig Garden, Fresno and the surrounding region will be beneficial to you, your family and the Club.

APPLICATION DEADLINE

**FRIDAY**

**AUGUST 14, 2025**

INTERVIEWS: LATE AUGUST

Selected candidate to begin as soon as reasonably possible  
after appropriate notice to a current employer.

**1**

**PREPARE**

Resume + Thoughtful Cover Letter

**2**

**CONNECT**

Explain Fit with FIG & Fresno

**3**

**APPLY**

Submit no later than August 14

### 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 complete the required employment eligibility verification form upon hire.

*Source note: Club history is based on the Fig Garden Welcome/History document. Current operating figures, governance details, position requirements and application instructions were supplied by the Club and its current General Manager in July 2026. Fresno descriptions are based on City of Fresno executive recruitment materials.*



**LEAD THE  
NEXT CHAPTER AT FIG**

[jonathonm@fig-garden.com](mailto:jonathonm@fig-garden.com)  
Applications due August 14, 2026

**Lead A Legacy. Elevate Every Member Moment.**

*Member-owned since 1963*