



University Club of Palo Alto

3277 Miranda Avenue
Palo Alto, California 94304

General Manager Position

The Club

Founded in 1956, University Club of Palo Alto is a member-owned 501(c)(7) club in Palo Alto, California. University Club of Palo Alto is one of those pleasant surprises that one finds from time to time; complete with clubhouse, tennis courts, and pool, the Club exudes a casual, timeless vibe.

The Club's 7-acre park-like setting makes it a unique oasis in Silicon Valley. Blessed by its location, membership, and staff, University Club of Palo Alto is an experience that is unmatched in Northern California. After one visit, we're certain that you will agree.

The Club's tennis facility includes ten immaculately maintained all-weather lighted hard courts. A Tennis Pavilion is located near the courts with indoor and outdoor member lounge spaces and the tennis pros' office. The pool complex includes a large pool, a toddler wading pool, an extensive deck and locker room with showers, bathroom facilities, and an Aquatics office. The clubhouse consists of member dining areas, bar, outdoor dining deck, casual grill, lounge, administrative offices and kitchen. A separate fitness center is adjacent to the clubhouse.

University Club of Palo Alto Overview:

550 members
Initiation Fee \$20,000
Annual Dues \$3,840
\$1.95M Gross Annual Volume
\$1.875M Annual Dues
\$1M F&B Annual Volume
\$2.5M Gross Annual Payroll
30 Employees year-round, 75 in high season
9 Executive Committee Members
Average age of members is 48

The General Manager Position

The General Manager reports directly to the President of the Board and interacts with members of the Board on a regular basis. The General Manager implements the policies established by the Board of Directors and the Club's bylaws. S/he develops operational policies and is responsible for the creation and implementation of standard operating procedures for all areas. This includes the preparation of the annual operating and capital budgets and management of operations to attain the desired results.

The General Manager coordinates all management functions and works in concert with committee chairs in assisting them in the development of proposed policies, programs, events, etcetera.

The General Manager is the lead coordinator of programming and development of synergy among all departments. Overseeing the internal and external marketing strategies for membership growth and member engagement is a critical part of the position.

The General Manager should have a strong presence and seek to be highly visible to the membership and staff. S/he sets the tone for consistently treating members with first-class hospitality and communicates this expectation to the entire staff.

Important Individual Characteristics

- A naturally enthusiastic personality and passion for the club management profession.
- A natural leadership style that promotes staff and membership engagement.
- Ability to act as a thought partner with the Board and Committees.
- The ability to communicate effectively, both verbally and in writing.
- Disciplined follow-through to ensure the vision and goals of the Club come to fruition.
- Ability to cultivate a high-level of member services and satisfaction.
- Possess a strong understanding of top-notch food and beverage experiences for Club members and guests.
- Effective fiscal management through delivery of actual operational and capital results in alignment with approved budgets.
- Maintain a high level of visibility to members and staff as the face of the Club.
- Understands the importance of digital communication and can utilize web and social media tools to communicate with the staff and membership.
- Ability to develop a dedicated team with a shared vision.

Candidate Qualifications:

- A minimum of 5 years of progressive leadership and management experience in a private club environment. Current Assistant General Managers or Clubhouse Managers at well-recognized clubs with verifiable records of achievement will also be considered.
- A Bachelor's Degree from an accredited college or university, preferably in Hospitality Management or Business.
- Certified Club Manager (CCM) designation preferred.
- Note: A pre-employment background check will be required. The position is available February 1, 2022.

Salary & Benefits:

Salary is open and commensurate with qualifications and experience. The Club offers an excellent bonus and benefit package.

Inquiries: Interested candidates should submit résumés along with a detailed cover letter that addresses the qualifications and describes your alignment/experience with the prescribed position by Friday, January 7, 2022 to ethompson@ucpaloalto.com.