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GENERAL MANAGER PROFILE: THE RACQUET CLUB MIDLAND, TX

GENERAL MANAGER OPPORTUNITY AT THE RACQUET CLUB

The Racquet Club seeks a positive, energetic, and highly capable professional with a strong F&B background and leadership experience to be their new General Manager. The candidate must embody and demonstrate a confident servant leadership style that promotes a positive culture with an emphasis on team development, training, service, organizational consistency, process and procedure development, and financial management skills while maintaining the highest levels of member satisfaction. The new General Manager will help the club execute the long-range plan of the club.

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

ABOUT THE RACQUET CLUB AND COMMUNITY

The Racquet Club is located in the vibrant city of Midland, TX in the heart of the nation's oil and gas industry and began its legacy in 1959. The Racquet Club is a private, member-equity club. The club provides formal, casual, and an outstanding patio dining option in addition to hosting various indoor and outdoor social parties and events. The Club boasts an excellent tennis and pickleball program, with 11 plexi-cushioned hard courts and 4 pickleball courts along with a stadium court for viewing, a swimming pool, a playground for the children, and a staff dedicated to making each visit an exceptional experience for members and their guests.

Over the last few years, the Club has made meaningful capital investments in its tennis, pickleball, clubhouse, outdoor dining, landscaping, kitchen, and parking facilities to maintain a compelling club member experience. There is a capital project commencing shortly that will include improvements to the clubhouse and dining venues.

Midland is known as one of America's top oil producers, this city thrives on its petroleum industry. With a semi-arid climate, Midland offers a unique blend of energy and weather that sets it apart from other destinations. Beyond its oil roots, this town boasts 50 parks, a flourishing downtown scene, restaurants, captivating museums, a professional symphony housed in a world-class performing arts center and a nationally recognized community theatre. There is even a minor league baseball team - the Rockhounds. Midland doesn't shy away from offering numerous bars and breweries to exciting clubs; the city offers a perfect mix for an ideal night out.

Additionally, there are 27 elementary schools, five junior high schools, and 8 high schools. Some of these are specialty schools that help propel kids to a new level in certain academic subjects. And let's not forget about Midland College, providing higher education right in your own backyard. It is home to George W. Bush's childhood home. Midland is also home to large international corporations, expanding family businesses, and entrepreneurs seeking growth opportunities. The city presents abundant job opportunities while nurturing a strong sense of togetherness. Midland is a city that embraces newcomers with open hearts and friendly faces.

THE RACQUET CLUB BY THE NUMBERS

- There are approximately: 320 total members with a substantial wait list
- Overall operational revenue: \$3.7M
- Initiation Fee: \$45K

- Annual Dues: \$7,560
- F&B volume: \$1, 218K of which \$703K is a la carte
- Monthly Capital Charge: \$100
- Average age of member: 34
- Club Essentials is the club's software
- The Club is organized as a 501(c)(7) and is a not-for-profit corporation
- Board Members: 9
- The GM reports to the President of the BOD

THE RACQUET CLUB WEBSITE: www.therc.org

GENERAL MANAGER - POSITION OVERVIEW

The Board desires a GM who functions in a COO-like fashion, working very closely with the Board of Directors of the Club, and leading an active number of committees. The GM is looked upon as the "face" of The Racquet Club and, in "partnership" with key volunteers, is a primary "visionary" to ensure that the club consistently executes at an exceptionally high level of personalized service. The GM will continue to look to enhance the F&B operation and elevate the overall membership and staff experience.

Keys to success include: "putting members first," and recognizing that the foundation of staff support is mentorship, clear direction and "walking the talk" Will pay attention to the details of finances, maintenance, SOPs, overall member experience and staff culture. This leader will be an outstanding communicator and have the demonstrated ability to "listen and respectfully respond"

Direct Reports:

- Service Director
- Operations Director
- Racquets Director
- Executive Chef
- Office Manager

INITIAL PRIORITIES OF THE NEW GENERAL MANAGER

- Understand, embrace, and execute the Board's vision and strategy. Work in clear "partnership" with the Board, keeping them actively abreast of results, and transparency.
- Bring all of the Club's departments together with a clear focus on the "Racquet Club Team" and the Club's goals and mission. Get to know the club's long-tenured Senior Staff, evaluating their abilities, and aspirations, ensuring that they and their respective teams have clear expectations and accountabilities in place.
- Meet and sincerely interact with and engage as many members as possible, "*be present!*" Build trust whenever and wherever possible.
- Establish clear expectations for service and initiate processes for hiring and training staff to attain desired service levels.
- Develop a report to provide the Board with a thoughtful "State of the Club" analysis following an agreed-upon timeframe of overview and insight. This document will be part of the 'roadmap' to success, staff, plan, budget, and other tactics and strategies for short and longer-term goals and should clearly spell out recommendations and opportunities to ensure "first class" delivery of a highly consistent member experience in all areas.
- Review capital projects currently in the planning process, adding insights and perspectives relative to viability and successful outcomes.

KEY ATTRIBUTES

- Be a visible, positive, energized leader who understands the dynamics of a family-oriented club.
- Have a strong F&B background.

- Servant leadership and team development experience.
- Superior communication skills, exuding energy and creativity.
- Possessive of a strong record of selecting and developing talent in leadership roles in a challenging regional environment.
- Ensure that the departmental leaders continuously develop themselves and their respective staffs in a desire to create a culture of continuous evolution to excellence in execution and delivery.
- Effective financial management skills through oversight of annual operating and capital budgets.
- Uses plans and metrics to set goals, measure and report on performance, and make corrections as needed.
- A record of success in a similar quality club or hospitality venue that has a verifiable history of strong member and or guest satisfaction and support with a passion for maintaining the highest levels of service.
- Skilled in creating and implementing strategic plans; anticipating how the Club continues to evolve is important and being on 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.
- An experienced hospitality professional who is member-centric and can create an environment where the staff looks forward to coming to work every day.
- A confident, diplomatic, and competent professional who is a *doer* and take-charge person and who recognizes the importance of accountability. A problem solver who commands respect through professional interactions and integrity.
- A track record of results in governance/leadership partnership with active Member Boards.
- Naturally outgoing, conversant, respectful, and diplomatic, but able to say “no” when appropriate without alienating members or staff while doing so.
- Possessive of strong organizational skills and an obsession with details necessary to achieve high levels of quality, satisfaction, and outstanding member experiences.
- A charismatic individual *with a sense of humor* and a demeanor that is commensurate with the culture and expectations of a friendly, fun, and supportive membership and team of associates.

CANDIDATE QUALIFICATIONS

- A minimum of 5 years of verifiable, progressive leadership and management experience in an active, private member-focused club or a premiere hospitality environment. NOTE: Those current Assistant General Managers or Club Managers at clubs or in the hospitality field, with verifiable records of achievement, will be considered for this role.

EDUCATIONAL AND CERTIFICATION QUALIFICATIONS

- A Degree is highly desirable, preferably in Hospitality Management or Business. In lieu of the degree, substantial private club or hospitality experience will be considered.
- Certified Club Manager (CCM) designation preferred.

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.

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 for them 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 **The Racquet Club President/Mr. Spencer Blake**. Clearly articulate your alignment with this role, why you want to be considered for this position at this stage of your career, and why TRC and the Midland, TX 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 Monday, October 10, 2024. Candidate selections will occur in mid-October, with the first interviews expected in late October and the second interviews in mid-November. The new candidate should assume his/her role no later than the start of 2025.

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

“Last Name, First Name - Resume” &

“Last Name, First Name - Cover Letter – THE RACQUET 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 Katy Eliades: katy@kkandw.com

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