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GENERAL MANAGER OPEN POSITION

The George Town Club
1530 Wisconsin Ave NW
Washington, DC 20007

JOB DESCRIPTION

Overview:

The General Manager (GM) will oversee the daily operations of The George Town Club, serving as a highly visible and influential leader. Reporting directly to the Board of Directors, the GM will lead the club in achieving its mission of being a vibrant, member-driven social and dining club that provides extraordinary experiences to its members.

Duties and Responsibilities:

Operational:

- Manage all aspects of the club's operations, including activities and relationships between the club and its Board of Directors, members, guests, employees, community, government, and industry.
- Implement policies set by the Board, develop operating procedures, and ensure smooth day-to-day operations across all departments.
- Ensure consistent enforcement of club policies and by-laws while providing an exceptional member experience.
- Directly supervise key department heads, including the Controller, Director of Membership, Director of Catering, Executive Chef, and Director of Food and Beverage.
- Provide clear goals, ongoing feedback, mentorship, and accountability to foster a high-performing and motivated team.

Financial & Strategic:

- Prepare and manage annual budgets, including capital budgets, ensuring the financial health of the club.
- Monitor financial performance, control costs, and achieve budgetary objectives.
- Collaborate with the Board, President, and Committee Chairs on long-term strategic planning and organizational objectives.

- Stay informed of industry trends and best practices to drive innovation and ensure the club remains competitive.
- Make thoughtful, data-driven decisions while balancing long-term strategy with near-term priorities.

Leadership:

- Foster a positive, inclusive, and "employer of choice" workplace culture.
- Attract, retain, and develop top talent across the organization.
- Build and maintain cordial and respectful relationships with members.
- Lead with honesty, integrity, and accountability, setting a standard of professionalism and excellence.
- Uphold the highest standards of quality across all services, products, and facilities.
- Maintain and protect the club's assets, including facilities and equipment.
- Serve as the primary liaison between staff, the Board, and members, facilitating transparent and effective communication.
- Act decisively in emergency situations to ensure the safety of members, staff, and assets while maintaining operational continuity.

Key Competencies:

- Visionary and mission-driven leader with the ability to anticipate and adapt to the evolving needs of the club and its members.
- Detail-oriented and highly organized, with the ability to prioritize and delegate effectively.
- Inspirational leadership style, fostering respect, collaboration, and loyalty among staff and members.
- Diplomacy and tact in handling sensitive member and staff matters.

This role is an opportunity to make a meaningful impact in a prestigious and member-focused environment. The successful candidate will bring a strong combination of operational expertise, strategic vision, and inspirational leadership to advance the mission and legacy of The George Town Club.

Qualifications:

- Proven experience in leadership roles within the hospitality industry, club management, or related industries.
- Strong financial acumen with experience managing budgets and achieving financial goals.
- Exceptional communication skills, with the ability to engage, build trust, and maintain positive relationships with members, staff, and stakeholders.
- Demonstrated ability to manage and lead cross-functional teams in a dynamic environment.
- Strategic thinker with a results-oriented approach to problem-solving and decision-making.
- Deep understanding of quality standards and best practices in club operations, dining, and member service.

Compensation, Benefits, and Hours:

- Competitive compensation package to include salary, performance bonus, education allowance, medical, and dental insurance. Compensation commensurate with experience, education, skills, and training.
- Benefits: Medical, dental, vision, 401K retirement plan with generous match, paid vacation and personal/sick days, holiday bonus, life insurance, and family meals.

Overview

Established in 1966, The George Town Club embodies the rich history and vibrant energy of the Georgetown neighborhood, while serving as a distinguished gathering place for Washington's leaders in public policy, business, philanthropy, and the community. Nestled in the heart of Washington, D.C., the Club offers a welcoming and refined atmosphere where members can connect, dine, and engage in meaningful conversations.

With a commitment to excellence in hospitality, The George Town Club provides outstanding dining, personalized service, and exclusive events designed to foster camaraderie and lasting relationships. Whether the Club is used for a business meeting, a social gathering, or simply to unwind, the George Town Club is a place where tradition meets contemporary elegance.

Nestled at the corner of Wisconsin Avenue and Volta Place, the Club offers an inviting atmosphere within a suite of historic buildings, where members and guests can enjoy meticulously curated events, exceptional dining, and a true sense of belonging. With a commitment to excellence in hospitality, the Club takes pride in delivering creative food and beverage experiences that set the standard for private club dining in Washington, D.C.

Candidates: Please send your resume to brian@barmstrongconsulting.com

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