

General Manager
CHARLESTON TENNIS CLUB
Charleston, West Virginia

General Manager Opportunity

The Charleston Tennis Club is the leader in Charleston area tennis with 13 outdoor courts 9 of which are lighted (4 hard and 9 Har-Tru) and 6 indoor courts for year – round play. The grounds include a recently renovated Club House with dining facilities, a 3200 sq. ft. Fitness Center with new equipment, heated outdoor swimming pool, 6 Pickleball courts, and a 2 mile fitness and hiking trail on the property. No other tennis facility in the area provides the amenities found at the Charleston Tennis Club.

The club’s membership is currently at 500+ memberships with a substantial waiting list. This is a wonderful opportunity for a candidate seeking a full–time Manager position. This position requires working closely with the Board of Directors and accepting full responsibility to manage all aspects of the Club. The General Manager is responsible for the general operation of staff functions relating to Clubhouse dining facilities, Tennis, Fitness, Swimming, and Maintenance and is expected to work with and manage the direction of these departments.

This opportunity exists for candidates with a successful track-record of leadership and knowledge of operations management in private club or related industry.

Responsibilities will include, but are not limited to the following:

- Build professional relationships with members and staff to maximize member satisfaction.
- Deliver member satisfaction by creating a comfortable environment and providing high levels of service with a sense of urgency for individualized experiences.
- Responsible for helping to maintain the highest quality of Club service, maintenance, cleanliness and safety for members, guests, and staff.
- Oversee the care and maintenance of all the Club’s physical assets and facilities, including making contacts and maintaining relationships with outside vendors.
- Coordinate development of operating and capital budgets according to budget calendar; monitor monthly and other financial statements for the club; communicate with the Club’s treasurer on a regular basis regarding

Club financial matters or concerns and take effective corrective action as directed.

- Oversee staffing and general operating procedures as related to areas of delegated responsibilities, such as Tennis, Swimming, Fitness, Maintenance, Dining and Facilities, etc.
- Maintain or, when necessary, develop standard policies regarding employee conduct and benefits.
- Work with subordinate department heads to schedule, supervise, and direct the work of all employees.
- Monitor and maintain compliance with health and safety requirements and policies for employees, members and guests.
- Prepare reports and other support material for committee and board use as applicable and attend regularly scheduled Board of Directors meetings.
- Conduct management and staff meetings as scheduled or required.
- Coordinate arrangements for tournaments and other Club functions, including private events and catering.
- Perform other duties as directed by the President or Board of Directors

The General Manager manages all functions at the club, and is expected to maintain a presence at the club as needed. This individual must have a sense of urgency and the desire to develop and promote the recently renovated facilities and to ensure quality services continue to be provided to members and encourage future growth.

Salary is open and commensurate with experience and qualifications. The Club offers a competitive benefit package.

Job Type: Full-time, salaried

Required experience:

- Management experience preferred 5-7 years
- Financial and Budgeting skills
- Good understanding of P&L Statements
- Excellent Communication and Team Building skills

Bachelor's Degree in Business, Management, Hospitality or related fields preferred.

If interested, please send a cover letter with a current resume, references and salary expectations by August 15, 2023 to:

Charleston Tennis Club
1600 Tennis Club Road
Charleston, WV 25314

Attn: Personnel Committee – Board of Directors

Or Email correspondence will be accepted with General Manager position in Subject Line at Personnel.CTC@gmail.com.

Phone calls will not be considered.