



GSI Executive Search, Inc.

Position Profile

General Manager: The Philadelphia Cricket Club, Philadelphia, Pennsylvania

Position Reports To: The Club President and in turn the Board of Governors.

Founded in 1854, The Philadelphia Cricket Club is one of the oldest clubs in the country devoted to the playing of games. As the name indicates, the Club was formed by a group of young men of English descent who had played the game while students at the University of Pennsylvania. The game of Cricket was disbanded in 1924 but was revitalized in 1998 by the Director of Tennis who grew up in New Zealand where Cricket is popular. The Philadelphia Cricket Club is among the elite private clubs in America; rich in tradition and enjoying the reputation of providing member’s and their families with outstanding facilities and service. The club’s 1,400 members are comprised of the social and business leaders of Greater Philadelphia.

Club facilities and amenities are offered at two distinct sites. At the St. Martin’s venue, host of the 1907 and 1910 US Open for golf, located in Chestnut Hill members enjoy nine holes of golf, swimming, cricket, all racquet sports; tennis; including grass and Har-Tru courts, squash and paddle ball and a beautiful 65 thousand square foot clubhouse for member dining, traditional club events and banquets. The Flourtown facilities, located ten miles away, features the classic “Wissahickson” Course designed by A.W. Tillinghast that opened in 1922, the Hurdzan-Fry championship “Militia Hill” Course” which was completed in 2002 and two unique clubhouses. The club is open year round and hosts a full calendar of private as well as traditional club golf, tennis and holiday events.

- ✚ Annual Gross Revenues in 2009 were \$11 million.
- ✚ Annual Food and Beverage revenues approach \$3 million; 50% derived from member functions and 50% from member dining.

Liaison to: All of the club’s Standing Committees and Committee Chairpersons.

Direct Reports include:

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| ✚ Director of Golf | Director of Grounds |
| ✚ Assistant General Manager | Executive Chef |
| ✚ Director of Racquet Sports | Director of Squash |
| ✚ Membership Director | Facilities Manager |
| ✚ Controller/Business Manager | Administrative Assistant |

The General Manager serves in the capacity of the Chief Operating Officer of The Philadelphia Cricket Club and will be the visible and accessible leader to both the members and staff alike. The General Manager will have the capacity to consistently guide all club operations while keeping in mind the wishes and desires of the Board of Governors and the membership. The General Manager will act as the coordinator and facilitator between all Department Heads and Committees.

Other duties include but are not limited to:

- + The oversight of the work of all Department Heads and Managers and in turn the work of their respective staffs. In coordination with Department Heads, the recruitment, hiring, training, supervision and timely evaluation of all of the club's staff. Compensation and benefits are to be administered consistently and must fall within the guidelines as mandated by the annual budget and club policy. The General Manager will directly and through Department Heads emphasize a "member first" service culture that ensures member patronage and maximizes the use of the club's facilities. The General Manager is expected to "set the pace" for all employees and to actively promote a positive and safe work environment where teamwork and cooperation are emphasized.**
- + Responsibility for the financial guidance and reporting for all club operations in accordance with acceptable accounting procedures. Such duties will involve the formulation of the club's annual operating and capital budgets to be coordinated with the Finance Committee, the Controller and Department Heads. The General Manager will operate the club in accordance with the approved budgets and with the Controller report the club's financial condition to the Board of Governors on a monthly basis.**
- + The active promotion of the club to all members and their families. The General Manager is expected to interact with members on a daily basis; actively soliciting member opinions and input as to the club's facilities and services. Visibility and accessibility are paramount. The General Manager will respond to member complaints in a timely fashion and report significant issues to the President.**
- + The positive representation of the club in the Greater Philadelphia community; assisting as needed in the orientation of new members.**
- + Other duties as requested by the President and Board of Governors.**

The General Manager will be the consummate professional; well versed in all facets of club administration. He or she will have the following skills and attributes.

- + A minimum of five years as a General Manager, Assistant General Manager or Clubhouse Manager in a comparable private club, resort or hotel setting. Candidates will have a working knowledge of all facets of private club operations with a strong emphasis on Food and Beverage, Financial Management, Strategic Planning and Membership Growth and Retention skills. Candidates with prior experience in traditional, family oriented clubs are preferred.**
- + Attributes to include:
 - An outgoing and friendly personality.**
 - Leadership skills with the ability to motivate a veteran staff.**
 - Highly energetic...a self starter with a "hands-on" approach to management.**
 - Excellent communication skills at all levels.**
 - A strong sense of service with proven training skills.**
 - Attention to detail with a sense of urgency.****
- + The ability to function in a Committee oriented environment; to respond to the ideas and energies of the club's Standing Committees. The ability to deal with a variety of personalities.**

- # The ability to see the “big picture” but also to have a critical eye for detail.
- # A career path marked with a logical progression of title and responsibility, stability of tenure and accomplishment.
- # The reputation as an effective and visible leader; exhibiting maturity, a positive image and disposition and superior communication and “people” skills.
- # The ability to attract, train, mentor and retain a talented and cohesive staff; able to effectively manage a diverse staff of accomplished and dedicated professionals who have faithfully served the club for many years. Food and Beverage training and service skills are a must with the ability to realize tangible results.
- # A Hospitality, Business Management or related degree is preferred.
- # The CCM designation is preferred.
- # Impeccable and verifiable references. All candidates will be subject to a thorough background review and testing and must have an excellent credit record.

The Philadelphia Cricket Club will offer an attractive and competitive compensation and benefits package to include:

- # A base salary and annual performance bonus.
- # Individual and family health insurance.
- # Participation in the club’s 401K Plan.
- # A full CMAA package to include dues and education expenses; to be determined in each year’s operating budget.
- # Paid vacations
- # Limited Club privileges.
- # Relocation assistance.

Professionals who meet or exceed the established criteria are encouraged to contact:
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