



THE
VANCOUVER
CLUB

Position: General Manager
Club: The Vancouver Club
Location: Vancouver, BC, Canada
Posting Date: June 17, 2024
Posting Close Date: July 3, 2024

The Vancouver Club in the heart of downtown Vancouver is searching for its next General Manager. They require a dynamic individual to lead all aspects of operations, governance, financial sustainability, and member relations. Reporting directly to the Board of Directors, the successful candidate will drive the implementation of the strategic plan, ensuring alignment with the club's values of community, respect, and member-first ethos.

Honoring our History – Embracing our future

More about the Club:

The distinguished private members club is nestled in downtown Vancouver. Founded in 1893, it has a rich history and a commitment to the service standards of a Five Star Platinum Club. They offer an array of amenities, including dining, function spaces, accommodations, and fitness facilities. Driven by a core value of Community; The Vancouver Club upholds the vision of being an extraordinary club that encourages meaningful relationships through exceptional experiences.

The Club is located on West Hastings Street, a block from the waterfront and walking distance to the core of the business district of downtown Vancouver.

Strategic Objectives of the Club:

1. Engaged membership
2. A great place to work
3. Strong governance & transparency
4. Solid financial footing with a resilient operating model

Key Responsibilities:

Membership Experiences

- Ensure an outstanding member experience aligned with Platinum Club standards.
- Manage all club activities to maintain the highest standards and enhance member satisfaction.
- Maintain and grow a robust Member Event Calendar meeting the different needs of the diverse membership.

Human Resource Management

- Develop and implement vibrant industry-leading operating policies, on-boarding, processes and programs to create an engaging workplace culture.
- Oversee training and development programs for the team and the successful candidate.

Finances

- Stay updated on technological advancements for club management.
- Identify and mitigate potential risks to the club.
- Develop contingency plans for emergencies and crisis management.
- Ensure timely presentation of annual operational and capital budgets.
- Pro-actively respond to the financial position and offer creative opportunities for financial success.

Board Governance & Strategy

- Work effectively with the Board to:
 - Monitor and execute financial plans, including budgets and reporting.
 - Execute the long-range Strategic Plan and annual tactical plans.
 - Enhance member retention and attract new members.
- Manage capital projects and maintenance of club facilities.
- Act as a spokesperson for the club in media interactions.
- Maintain professional memberships and attend relevant conferences.

Reporting Structure:

Reports to the Board of Directors through the Club President.

Direct Reports:

The GM will recommend an organizational structure to the Board. Envisioned direct reports include CFO, Assistant GM, Executive Chef and Food and Beverage Manager.

Qualifications

- Post-secondary degree in business, hospitality, or related field preferred.
- Minimum 7 years of senior leadership experience in a similar setting.
- Experience reporting to a board within a club governance structure.
- Certified Club Manager designation (CCM) is an asset.

Skills Required:

- Strong business acumen with finance, IT, HR, and risk management expertise.
- Excellent communication and interpersonal skills.
- Proven track record in revenue growth and cost management.
- Tech-savvy with proficiency in software and digital platforms.
- Strong problem-solving and decision-making abilities.

The ideal candidate will possess strong interpersonal skills, be a proven collaborator, and relationship builder, and will be action and results oriented.

Salary Details:

Compensation and Benefits: Base salary range of \$225,000- \$275,000 annually, subject to experience plus bonus, and benefits.

Diversity and Inclusion:

The Vancouver Club is a values-driven private members club that is deeply committed to building an equitable and diverse workforce.

They recognize that their greatest asset is their team. Welcoming diverse perspectives, educational backgrounds, and experiences to best serve the team, the members, and the community.

More information on the club can be found at www.vancouverclub.ca

To Apply:

The Vancouver Club has retained Fresh Golf Solutions to assist in the search for a new General Manager. All communication must be made through Fresh Golf and not the Club directly.

A dedicated webpage has been created including a process to apply directly online www.freshgolf.ca/vanclub . If you have any further questions, please reach out directly to [Jason Clarke](#) of Fresh Golf Solutions.

Applications close on July 3rd, 2024. The search for the new GM will start immediately.

You are advised to submit your application and/or reach out to [Jason Clarke](#) as soon as possible.

www.freshgolf.ca

