



General Manager Position

2115 SW Salmon Street, Portland, OR 97205 | www.thetownclub.org

The Town Club is a private women’s club in Portland, Oregon. Since 1928, the Club has welcomed members and their guests in an atmosphere of dignity and graciousness. Situated in Portland’s historic district, the club building is a handsome Italianate brick structure, surrounded by a private garden. Parking for 66 cars is located directly across the street.

As a social club, members come for lunch and dinner on stated days, as well as gathering for a variety of other activities. A robust calendar of speakers and programs is offered throughout the year. The Club is open 5 days per week plus weekends as reserved, 12 months a year. Closed one week in March for spring cleaning and special restoration projects.

Age of Club	Number of Members	Average Age	Club Ownership
93	442	60	Member-owned
Gross Dollar Volume	Annual Dues Volume	Annual Food Sales	Annual Beverage Sales
2020 - \$2,000,000	\$1,100,000	\$334,700	\$82,400
2019 - \$2,300,000	\$1,100,000	\$428,200	\$138,500

Dining Facilities

- 2 Formal Rooms | Seats 80
- 1 Outdoor Patio | Seats 150 - 250
- 1 Private Function Room | Seats 65
- 1 Main Lounge converts to Dining | Seats 65
- Lunch M – F, Dinner W-Th-Fr, Private Parties any day of the week

Brief Job Description *(see below for full job description)*

The General Manager (referred to as Manager) is responsible for successful management of all Club operations, representing the membership professionally and graciously among members, guests, employees, community, government, and the industry. Significant involvement in event planning and execution is expected.

- Operations include business administration, club facilities, and grounds maintenance
- Budgeting and forecasting
- All party and event planning
- Knowledge of employment law and insurance
- Strategic planning and benchmarking
- Food and beverage operations
- Human resource administration and development

As The Town Club ambassador, the Manager operates at all times with the highest level of integrity, prudence, creativity, respect and professional etiquette.

Brings previous experience as a general manager or assistant manager in a private club. Has a visible and absolute desire to make Club operations exemplary. Can support background with known and respected professional references.

Interested parties should apply via email submitting curriculum vitae/resume and letter of interest.

Candidate Qualifications

The Board of Governors and Standing Committees

The Manager reports to the Board of Governors. Exhibits excellent communications skills, both written and oral, with proven ability to bring together members, committees, and the board in a common direction of strategic planning. Works collaboratively with the Board of Governors and nineteen committees. Trained in meeting preparation, including planning and organizing. Uses the Internet and other tools available in providing vision. Creates positive, honest, and collaborative thinking among members, the board, committees and staff while remaining flexible and adaptable.

The Staff

Makes expectations eminently clear. Can provide a proven track record of team building skills with demonstrated ability to hire the best employees, train, motivate and retain an outstanding team who visibly enjoy serving members, their families and guests. Is able to lead and inspire to achieve overall club success. Takes initiative in all aspects of Club operations and visibly creates initiative in others. Proven ability to foster a service attitude among the entire staff — providing annual reviews. Ability to delegate effectively and ensure follow-up.

Finance

Exhibits outstanding financial skills. Has experience using asset studies and budgeting tools to provide forward looking, tangible assessments for the Board and committees to make sound spending decisions.

- Commands computer skills, current technology in developing annual budgets and monthly cash flow reviews.
- Experience producing and maintaining an asset reserve study.
- Ability to meet or exceed budget goals with attention to revenue enhancements.
- Verbal and written skills to communicate financial directions.

Known for high ethical and moral character, reflected in daily management of staff and interactions with members. Consistently exhibits a high level of integrity and honesty.

Event Planning and Programming

Experience with all aspects of hands-on event execution, décor, menu planning, cost analysis, budgeting and technical support.

The Members

Worked in an organization known to anticipate the needs of members in a positive and gracious manner. Treats members fairly and equally, showing no partiality. Previous experience as a general manager is highly preferred.

Date Position Available

Immediately

Salary Range

\$90,000 to \$110,000

Other Benefits

Medical, Dental and AD&D, 401K, auto allowance, vacation, discretionary bonus, CMAA membership.

The Club will pay usual and customary fees associated with interviewing. The current manager has been employed in this position for almost 6 years.

Please email resume and letter of interest by June 28, 2021 to:
Mary Lang Bishop, Search Committee Chair | marymort5@comcast.net

NO PHONE CALLS PLEASE



Position Title: General Manager

Qualifications: Must possess a clear understanding of the club's traditions and standards and the responsibilities of each department and employees. Must display a desire and ability to build consensus within governance, be attentive to detail and maintain flexibility as required. Confidentiality and discretion are expected. The club values privacy and the manager may not draw attention to the club or its members. It is expected the general manager will at all times maintain and comply with the club's dress code.

Function: Manages all aspects of its administration of operational and financial matters including reporting monthly to the finance committee and board on monthly financial performance as well as generation and maintenance of the operating budget and budget forecasting template, the strategic capital plan. A primary responsibility is planning all private parties and club events. Will offer advice when requested by the board of governors or as approved by the board for club committees. Coordinates and administers club procedures as defined by its board of governors. Develops operating procedures and assists with the success of all club related operating departments. Secures and protects the clubhouse assets, including people, facilities and equipment.

Reports to: Board of Governors

Mission: To continue a tradition of excellence in member service and satisfaction in keeping with the traditions of a private all women's city club.

Essential Functions:

1. Manages procedures as established by the club by-laws, club rules, and operating procedures as established by the board of governors.
2. Oversees all club activities and operation of the club's physical plant securing and protecting club assets working with the following major committees utilizing the master plan and asset study.
 - a. Finance Committee: Coordinated management of financial reports related to long and short term financial management, revenues and expenditures as well as insurance renewals, the annual audit, contract relations, investment, employee retirement plan and other matters directed by the committee. Attends monthly meetings.
 - b. Maintenance Committee: Coordinated management of club assets and mechanical equipment including input from club department heads and the approved advisor.
 - c. Furnishings Committee: Coordinated management of furnishings care and maintenance.
 - d. Garden Committee: Coordinated management of garden assets as well as monthly operating performance of the landscape contractor.

- e. House Committee: Review of monthly menus, reporting any member infractions, addresses member complaints/suggestions, florist relations and asset management related to food service assets (china and linens for example). Assists the wine committee.
 - f. Entertainment Committee: Attend monthly meetings. Plans all member sponsored events large and small and works daily with the club's master calendar in coordination with the Entertainment Chair.
3. Maintains the strategic capital plan, and cash flow model upon which the finance committee can advise the board of governors on sound financial decisions.
 4. Develops and works with the finance committee and board of governors on the annual operating and capital budgets; responsible for preparing monthly operating statements in coordination with the finance committee. Establishes and monitors relationship of total cash balance utilizing all club financial tools.
 5. Responsible for ensuring bills are paid promptly taking advantage of any discounts.
 6. Monthly attends briefly the board of governors meeting to report exclusively on financial performance and finance related matters. Advises the board on other matters as directed. Meets regularly with the president to discuss club objectives.
 7. Maintains all club records, contracts and files in accordance with board procedure.
 8. Works in coordination with board appointed advisors related to investments, building maintenance and legal counsel.
 9. Sets positive tone for the club including member-guest-employee relations, vendor and agency relations and serves as a positive example to members, guests and staff.
 10. Responsible for the general administration, supervision and all related personnel decisions and performance related to employee rules, regulations, internal controls and relations including setting pay and bonus recommendations, morale, handling disputes and infractions providing the club president with information in advance of any employee discipline. Reviews employee efficiency and performance and is responsible for supporting a professional staff.
 11. Reviews department heads quarterly and establishes gratuity distribution related to performance.
 12. Plans all member sponsored events large and small and works daily with the club's master calendar in coordination with the Entertainment Chair.
 13. Is present at all major club social events and key periods of club activity.
 14. Greets all members and guests by name whenever possible, maintains and directs member preferences, is discrete in conversations regarding members and guests and works to maintain the highest levels of member delight ensuring the highest standards possible for all club services.
 15. Treats all members, their families and their guests with respect and is responsive to members needs. Plays no favorites. Welcomes new members and maintains regular contact as practical with membership in order to promote member satisfaction.
 16. Works to prevent any and all emergency situations handling these situations with efficiency and decorum. Ensures proper training to ensure preparedness.
 17. Delegates responsibilities to department heads.

Revised June 7, 2021