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GENERAL MANAGER/COO PROFILE: THE BUFFALO CLUB BUFFALO, NY

THE GENERAL MANAGER/COO OPPORTUNITY AT THE BUFFALO CLUB

- Founded in 1867, an historic building in downtown Buffalo
- One of the most prestigious private clubs in Upstate New York
- Recently experienced \$9M in renovations
- Offers members and guest impeccable service and a superb experience
- Amenities include formal and casual dining, spa, fitness facility, and overnight accommodations
- Seeking a General Manager/COO who embodies and demonstrates a management/leadership style that promotes a workplace culture with an emphasis on team development, driving organizational consistency, process and procedure development, financial management balanced with maintaining the highest levels of club service to achieve member satisfaction.

[Click here to view a brief video about this opportunity.](#)

THE BUFFALO CLUB & COMMUNITY

The Buffalo Club is a historic 150-year-old city club located in the heart of downtown Buffalo, New York's 2nd most populated city after New York City. Buffalo sits on the eastern shores of Lake Erie at the origin of the Niagara River. Buffalo has diverse architecture dating from the 19th and 20th centuries, and it is home to many historical attractions, art galleries, theaters, and performing arts institutions. The city has undergone an incredible transformation recently, including a redevelopment of the waterfront and revitalizing of neighborhoods. In 2015, Buffalo was ranked third on the National Geographic Society's list of "The World's Top Ten Food Cities." The Buffalo Niagara area offers family fun, festivals and events, restaurants, nature, recreation, and nightlife.

Like the city of Buffalo, The Buffalo Club was built on tradition and is steeped in history. It was founded in 1867 by, among others, President Millard Fillmore. Another U.S. President, Grover Cleveland, was a member from 1881-1908. In 1901 after President McKinley's assassination, the club was used as a headquarters by his cabinet and Vice-President Theodore Roosevelt.

The Buffalo Club holds the distinct honor of being one of only several clubs listed as a Platinum Club of America, a Top 25 City Club, and a Distinguished Emerald Club of the World member. The 116,000 sq. ft. club has gone through many changes over the years, the most significant of which was a recent \$9M renovation. The 1000+ member club features an array of enhanced amenities with a full-service spa, fitness center, squash courts, swimming pool, bowling lanes, rooftop patio, four overnight rooms, al fresco and fine dining, and meeting room and banquet facilities. Superior service and cuisine have been the Club's hallmark for over 150 years. The Buffalo Club provides unrivaled service and the finest of foods in an elegant setting. The Club is committed to impeccable service where members are recognized, their preferences remembered, and their wishes catered to promptly.

The Buffalo Club is Buffalo's finest private club with a meaningful past, vibrant present and promising future.

THE BUFFALO CLUB BY THE NUMBERS:

1,007 Members
\$10,000 Initiation fee
\$5,000 Annual dues
\$8M Gross volume
\$3.2M Annual dues volume
\$2.6M F&B volume
\$4M Gross payroll
150 Employees
21 Board members
54 Average member age

THE BUFFALO CLUB WEB SITE: www.thebuffaloclub.org

GENERAL MANAGER/COO JOB DESCRIPTION

The General Manager/Chief Operating Officer (GM/COO) of The Buffalo Club provides the strategic direction that enables the Club to achieve the vision and brand promise established by the Board of Directors. S/he oversees all activities of the Club relating to its Board of Directors, members, guests and employees and also serves as a key liaison to the Buffalo business and civic communities. Through careful oversight of the P&L and management in accordance with the Club's policies and procedures, the GM/COO leads and manages the staff to operate the club with the utmost professionalism and an unmatched commitment to quality and service, thus ensuring maximum member and guest satisfaction.

The GM/COO is responsible for the creation and implementation of all service standards and processes while providing leadership for managers and staff at The Buffalo Club. Clearly, a primary objective is for the GM/COO to represent the Club to all constituencies, including the external community, and to ensure that goals and objectives are defined, understood, evaluated, and enhanced on a continuous basis, to meet the expectations of the membership as defined by the Board of Directors in concert with the GM/COO.

In addition to coordinating and supervising all of the management and administrative functions of the Club, the GM/COO will oversee the preparation of annual operating and capital budgets, supporting the strategic and tactical initiatives and expectations that s/he has established with the Board. The GM/COO will be the primary Club representative to ensure that significant capital/asset/lease improvements are well conceived, thoroughly planned and executed, and that the status of such projects is consistently communicated to appropriate constituencies within the Club.

The GM/COO is the primary coordinator of food & beverage budgeting, hiring, training, orientations and teammate culturization, and supervision of associates. S/he will therefore be using and applying relevant and necessary marketing techniques to drive member usage of food & beverage operations along; assuring member and guest needs and desires are consistently met and often exceeded. Club member and guest satisfaction and enjoyment of the culinary and service experience at The Buffalo Club are primary “drivers” to its overall success.

The GM/COO assist in the Club’s membership recruitment and retention efforts. It is a critical that s/he understands the local market and economy. As such, the GM/COO must be comfortable and competent being an integral, and sometimes proactive, part of developing relationships that may lead to membership interest and/or business opportunities (banquets/events), and in effectively orienting new members so that their initial experience with the Club results in habitual use.

The GM/COO, as a strong and highly visible and respectful presence with the membership, must be an exceptional communicator, have adroit personal interactive skills and the maturity to instinctively know how to make members and guests feel that they are consistently treated in a gracious manner. Further, s/he must be able to communicate these expectations to staff with diverse backgrounds and get them to understand and execute to those expectations.

The GM/COO is present at the Club, managing operations during regular business hours as well as during all evening and weekend private party and club functions.

The GM/COO takes personal ownership of operations, being especially aware of the physical plant and overall presentation of the operation and the need to be consistently member ready in both appearance and service.

Responsibilities

- Provides *sincere and visibly engaged* leadership and interaction with the membership and their guests. The GM/COO is a consistent and positive force behind the continuous enhancement of all aspects of the Club.
- Is a catalyst with the Board of Directors for identifying new programs and services for members and guests, designed to increase usage and/or enjoyment of the Club facilities.
- Recognizes the on-going desire of The Buffalo Club to uphold a tradition of elegant and outstanding dining in order to ensure that the majority of members' interests are consistently met.
- Ensures that appropriately skilled and competent managers are in place for key positions and that each of them does the same in their respective areas of responsibility. Sets standards of performance with each of them for their respective departments and holds them accountable for maintaining these standards within the Club.
- Provides clear and consistent input and direction to each associate on his/her team who hold accountability for service and product delivery to the membership and one another. Ensures that each has the appropriate and necessary tools with which to accomplish the desired objectives, while providing regular guidance and evaluation of outcomes.
- Is committed to professional growth and development for him/herself and his/her team.
- Proactively identifies strategic projects and business trends that are important to the long-term well-being of The Buffalo Club and offers recommendations and solutions to the Board and/or appropriate Committees for consideration. The GM/COO, working closely with the Board, is most critically aware of club industry, economic, and membership-related trends that may impact the Club, and is a catalyst in *staying ahead* of expected negative impacts.
- Is ultimately responsible to ensure that appropriate safeguards are in place for all of the Club's primary assets – membership, staff, amenities, assets and so forth – whether it be for physical safety purposes, or for protection of information and intellectual property of the Club.
- Is able to clearly understand the financial metrics for successful attainment of goals and objectives in all areas of responsibility, and consistently reviews these expectations with his/her direct reports to ensure understanding and *buy-in* from those contributing to their attainment.
- Recommends and upholds approved policies and procedures for all areas of club operations. Recognizes the need, and can perform to high levels of consistent service delivery in each of these operating areas.
- Exceptionally strong communication and facilitation skills, both written and verbal, with the appropriate personal presence, and a desire and ability to interact effectively before diverse constituencies of members, staff, vendors, and other people who are part of the success of the Club.
- The GM/COO is a primary *two-way* conduit for information exchange, and must be consistent, positive and able to *listen* in this process. S/he must be a true listener who places great importance on personal interactions with all constituencies of the Club. Gathering and disseminating information/data is critically important to help determine the long term, *majority* interests and desires within the Club, as well as to promote Board initiatives and to dispel incorrect information from being passed among members and staff.
- Is regularly focused on the details of success in the Club operations in order to ensure that consistently high

levels of service delivery are executed. Further, s/he provides regular and consistent comments to associates and direct reports relative to these details.

- Builds relationships with other club managers in the area and across the country to discuss common issues, understand industry trends, and share solutions.

Initial Priorities of the GM/COO

- Immediately act as a “courageous thought partner” with the Board and its Committees. The Board wants a full-time executive leader who will proactively challenge it with innovative ideas and well-conceived recommendations on what is needed to fulfill the Club’s vision and strategic plan. Recognizes the need, through the current GM/COO transition, to immediately build effective Member, Board, Committee and Executive Team partnership relations through responsiveness and trust, inspiring decision-making and thoughtful recommendations. Works to build and gain the confidence of each constituency with whom you interact on a regular basis by being present, listening, and offering thoughtful responses.
- Creatively identify strategies for new member acquisition and assimilation, especially as it relates to sales and the marketing thereof, and supports a successful marketing program.
- Clearly defines the standards of delivery and execute to those expectations, while ensuring that processes for hiring, training, and retention of key staff are in place to achieve consistency of performance throughout the Club operation.
- Digs into the F & B operation as a whole, determines the strategy that best meets the desired financial outcomes as mutually determined in conjunction with the Board of Directors, and design and execute the plan. Overall, this should include culinary operations, service, events and activities, and an overall eye to innovation, creativity and “freshness” of the various offerings.
- Ensures that the Club remains financially competitive within its peer group of clubs in the market, the GM/COO must be the catalyst for examining and forecasting trends of membership demographics and service desires; ensures a strong system of metrics where needed, and consistently monitors them in order to have a proactive, solutions-based approach with the Board and staff.
- Ensures an effective program for recruitment, training, mentoring and retention of key staff, recognizing the highly seasonal nature of the Club. Examines opportunities to develop relationships with non-local recruitment resources that could provide a pipeline of capable and effective team members in the future. Creating a highly effective recruitment, retention, and overall training and on-boarding program for the entire team, including being consistently focused on high membership satisfaction in these critical touch point areas is one of the top priorities each year.
- Understands the value of current club technologies as a tool for member enjoyment and engagement, as well as 21st century social media applications and their use in today’s world of connecting with members and residents. Further recognizes and implements solutions to provide members with consistent, timely, and appropriately detailed information about their Club.
- Sincere and significant engagement of members, guests, and staff. Learning member names and listening to their concerns and suggestions to implement appropriate and necessary improvements.

Organizational Structure

The Buffalo Club operates under the General Manager/Chief Operating Officer (GM/COO) organizational structure. The GM/COO reports to the President of the Board of Directors.

All functions of the Club report to the GM/COO including the following direct reports:

Food and Beverage Director; Executive Chef; Lead Accountant; Maintenance Supervisor; Director of Membership Development; Human Resources Manager; Director of Purchasing; Fitness Director; Spa Coordinator; Clubhouse and Hotel Manager

The GM/COO also provides support and guidance to all Club Committees, which are Advisory to the Board of Directors.

CANDIDATE QUALIFICATIONS

- A minimum of 3 - 5 years of verifiable, progressive leadership and management experience in an active, exclusive hospitality environment. NOTE: Those current Assistant General Managers or Club Managers at well-recognized clubs, with verifiable records of achievement, will be ***strongly*** considered for this role.
- A verifiable career track that demonstrates a record of tenure and commitment to previous employers, and that career moves were for enhancement of skills and experiences as opposed to 'unplanned' career changes.
- Strong general leadership skills with verifiable strengths in team development, financial performance, diverse recreational amenity management (racquets, fitness, family activities and others are especially desirable), quality food and beverage programming, exceptional member/guest service programming, strategic planning, project management, and most importantly the ability to consistently define and achieve goals and objectives.

EDUCATIONAL AND CERTIFICATION QUALIFICATIONS

- A Bachelor's Degree from a four-year university or college is highly desirable, preferably in Hospitality Management.
- In lieu of the degree, substantial private club or hospitality experience will be considered.
- Certified Club Manager (CCM) designation preferred.

SALARY & BENEFITS

Salary is open and commensurate with qualifications and experience. The club, along with the typical CMAA benefits, offers an excellent bonus and benefit package.

INSTRUCTIONS ON HOW TO APPLY

Please upload your resume and cover letter (in that order) using the link below. You should have your documents fully prepared to be attached when prompted for them during the online application process.

IMPORTANT: Save your resume and letter in the following manner:

"Last Name, First Name Resume" &

"Last Name, First Name Cover Letter"

(These documents should be in Word or PDF format)

Note: Once you complete the application process for this search, you are not able to go back in and add additional documents.

For directions on how to upload your resume and cover letter [visit this page](#).

[Click here](#) to upload your resume and cover letter.

If you have any questions please email Nan Fisher: nan@kkandw.com

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