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GENERAL MANAGER PROFILE: TUCKAHOE RECREATION CLUB MCLEAN, VA

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Tuckahoe Recreation Club is a unique, year-round private recreation facility that offers its members a healthy family environment with many outstanding facilities and activities for everyone in the family to enjoy.

One summer evening in 1954, a small group of resolute families met in a North Arlington living room. They wanted to create a neighborhood swimming pool, a place that the whole family could go to relax and enjoy the summer. From that simple idea, the Tuckahoe Recreation Club has grown to over 3,200 members, with four pools, six tennis courts, a fitness center, a miniature golf course, a modern snack bar, and a picnic area. Yet even with all the growth, the club has remained loyal to its founding principle: Tuckahoe is a family facility, renowned throughout Northern Virginia for its close-knit communal atmosphere.

The commitment that led the first group of families to create a neighborhood pool over 60 years ago is still evident. Today, Tuckahoe continues to embody these strong traditions, and is looking now to develop and implement a fulsome and innovative long-range plan to move the club into the future. Every effort has been made to maintain the facility to the highest possible standards, to anticipate the needs of its physical plant, to plan for growth, and to meet the changing needs and interests of its members.

Tuckahoe's future promises to be just as bright as its past. Tuckahoe has over 3,200 members, over 500 people on the wait list, a strong balance sheet, attractive pricing, a professional operating staff, and a hard-working (volunteer) board of directors. From these strengths, the board's primary goal for management is to maintain great facilities and to create great member experiences.

Tuckahoe offers a host of programs for competitive swimming, diving and tennis; lessons in swimming, tennis, functional exercise and yoga; Tuckahoe summer camp; and other fitness and recreational programs. In addition, Tuckahoe hosts a variety of seasonal member events. Tuckahoe's year round programs, family atmosphere and reasonable pricing make it a unique recreation and fitness club serving mainly the communities of McLean, Falls Church, Arlington, Vienna, and Great Falls.

Mission Statement

The club provides an environment that is enjoyable for swimming, tennis and fitness by offering facilities and events for its members, hosting teams, and enabling training. This is a place where memories are made and shared.

Facilities include:

- 3-outdoor pools (baby, intermediate and 25 yards x 25 meter pool with diving well)
- A 6-lane, 25 yard indoor pool with diving board
- 6-lighted tennis courts
- Fitness center
- Whirlpool
- Separate saunas for men and women
- A snack bar for the summer time
- Miniature golf; shuffle board, ping pong table and playground used in the summer time.

Activities include:

- Swim dive, and tennis teams for children 5-18 years old
- Tennis program for everyone in the family (lessons, adult teams, parties, tournaments)
- Water aerobics classes
- Yoga classes
- Swim lessons
- Social activities for the family during the summer
- Picnic areas with grills for summer picnics
- Sundecks and lawn area to enjoy some “me” time

Club Facts:

- Number of Club Memberships:
 - Total Membership at Tuckahoe Recreational Club: 3,309 as of October 1, 2017
 - Waitlisted: Over 500 as of October 1, 2017
- Gross Dollar Volume \$1,700,000
- Employees: Full-time: 4 Hourly: summer 75+, winter 25
- Tennis Program is outsourced to a reputable management company.

Please visit the website: www.tuckahoe.net

General Manager (GM) Position description

The General Manager reports to the President of the Club. S/he provides professional leadership and a cheerful, warm image for the Club, ensuring that members enjoy premier service, quality facilities, and an exciting calendar of events. The GM has responsibility for the overall budget, as well as a breakdown by club segments. S/he develops, implements and maintains operating policies and procedures for all Club activities and services, and directs the work for all club elements and the personnel related thereto. S/he monitors the quality of the Club’s facilities and services and develops plans for maintenance and upgrades to ensure maximum member satisfaction. The GM also secures and protects the club’s assets, including facilities and equipment, and obtains and maintains all necessary operating permits for all Club facilities.

The GM is also responsible for operating the year-round Club facilities in accord with County permits, insurance company requirements, members' enjoyment and convenience, neighbors' sensitivities, and budget limitations.

Candidate Qualifications & Experience

The ideal GM candidate will be a confident self-starter with relevant experience and a passion for innovation and member service. The Club presents many opportunities for facility and service enhancement and the Board of Directors desires a GM that will be able to be innovative in conceptualizing and competent in implementing the Club’s long-range strategic plan.

S/he will have at least 5 years of experience in a similar role within the member-owned club community and has his/her certification in club management or similar certifications.

The GM will lead the Club staff with a hands-on, visible and engaged manner to drive exceptional member satisfaction, as well as facility maintenance and improvement. The GM will be responsible for working hand-in-hand with the all-volunteer Board of Directors and Executive Team to enhance the membership experience and implement the long-term strategic plan of the Club. The GM will foster a spirit of respect among employees and members, and serve as a dedicated team leader, creating harmony among the various departments and programs while working with established Club employees and volunteers. S/he will pursue a commitment to the professional development and mentorship of the staff, as well as their own professional development. The GM will possess financial and budgeting acumen and the ability to manage operations within budget parameters while maintaining Club facilities and member satisfaction. S/he will have strong experience in working with employment issues, including the staffing of the facilities and programs of the Club and the engagement of vendors or other service providers relating to Club

activities. Strong general leadership skills with verifiable strengths in team development, financial performance, diverse recreational amenity management (tennis, swimming, diving, fitness, family activities and others are especially desirable), quality food and beverage programming and exceptional goal achievement.

The GM must be knowledgeable and embracing of modern and innovative trends and leadership practices and supervise all employees of the Club while promoting a positive, engaging and exceptional service culture in all areas of Club operations. S/he will have demonstrated skills in the food and beverage arena, and integrating Club services throughout all departments. S/he will possess proven, strong operational and management skills and an attention to detail in the maintenance of Club facilities and services. S/he has excellent marketing skills and a proven record of membership retention, satisfaction, and interaction. The GM must have the ability to provide visionary leadership and sound guidance in taking the Club forward. In this regard, strategic planning skills and long-term vision, as well as project implementation, are valued. The candidate must have outstanding interpersonal and communication skills, as well as integrity.

The GM will be expected to provide leadership, insight and support for the following specific goals and objectives of the Board of Directors as it pursues its long-range strategic plan:

- **Management Objectives:**
 - Mentoring of and delegating to staff members to develop professional skills and operating flexibility in Club operations
 - Continued improvement of internal controls and procedures relating to financial reporting and budgeting
 - Working closely with the Board of Directors and Committees to develop and implement goals and objectives for Club activities and other matters
- **Membership Objectives:**
 - Implementing and maintaining exceptional member communication and interaction with management
 - Developing proposals for establishing and implementing new member services and social activities
 - Establishing and managing year-round membership activities, including winter activities for members
- **Facility Objectives:**
 - Developing detailed operational and financial goals and objectives for facility maintenance and improvements
- **Service Objectives:**
 - Developing detailed goals and objectives to maintain and improve Club services and service offerings

Education: A college graduate, with Certified Club Manager (CCM) designation is desirable.

Salary & Benefits:

Salary is open and commensurate with qualifications and experience. The Club, along with the typical CMAA benefits, is committed to providing an excellent bonus and benefit package.

Application

We prefer to have you upload your resume and cover letter (in that order) to our resume service. Please note that you should have your documents fully prepared to be attached when prompted for them. **Please address your cover letter to Mr. Larry Rouvelas, Club President.**

The deadline for application is Thursday, November 30th at 5:00 p.m. EST.

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)

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

Lead Search Executive:

Len Simard

Racquet Sports, Fitness and General Manager Search Executive

407-463-8923

len@kkandw.com