



The Town & County Club, a women's social club in Hartford, CT, seeks a Club Manager to lead the organization, providing vision and direction in managing daily operations and implementing initiatives approved by the Board of Governors.

As stated in the articles of association when the Town & County Club was formed in 1925, the enterprising founders wanted to create an organized center for women's work, thought and action; advance the interests of women; promote science, literature and art; and provide an accessible place of meeting for its members. As T&C approaches its 100<sup>th</sup> anniversary celebration, members still enjoy the benefits envisioned by the founding group of women. Today's calendar of events is strikingly similar to the calendar upon opening on November 3, 1925, which listed luncheons, guest speakers, art exhibits, bridge, musical programs – and Thanksgiving dinner.

The founding members fulfilled their objective of acquiring a club house and grounds by purchasing an elegant mansion built in 1895 for Theodore Lyman. The lovely Lyman House and its surrounding lawns and gardens are not far from the renowned Nook Farm homes of Harriet Beecher Stowe and Mark Twain. It is noteworthy that the Town & County Club is the only women's club in Connecticut to own its club house.

#### **POSITION SUMMARY**

The Club Manager serves as the chief executive of the Town & County Club, overseeing all Club activities to meet strategic goals for member satisfaction and safety, quality dining, business growth and profitability, and risk management. The Club Manager is responsible for business operations and personnel, including activities and relationships among Board of Governors, members, guests, employees, community, government, and industry. This dynamic position administers Club policies as defined by bylaws and rules established by the Board of Governors and Personnel Committee and develops operating policies and procedures to deliver on the mission of the Town & County Club. The Club Manager also secures and protects Club assets, including the building and grounds; prepares and manages the budget; implements policies with direct reports and their staff; and delivers maximum member, guest, and client satisfaction.

#### **ROLES AND RESPONSIBILITIES**

##### **Strategic Planning**

- Partners with the Board of Governors, standing committees and management of the Lyman Heritage Preservation Foundation to develop, implement and achieve strategic and operational plans as well as financial budgets to ensure the growth and sustainability of the Club.
- Attends Board and appropriate Committee meetings to provide current and future-focused operational perspective; provides accurate and timely reporting to enable informed decision making.

##### **Operations Management**

- Manages all Club services, dining, activities, and member relations, creating a culture of service excellence and teamwork to deliver optimal operational results with maximum member satisfaction.
- Ensures that all Club operations comply with applicable local, state, and federal laws and regulations.

### **Financial Management**

- Provides a proposed budget to the Finance Committee annually with supporting materials and assists in finalizing the budget.
- Oversees all financial and accounting activity to ensure the financial health of the Club, analyzing all revenues and expenses monthly relative to budget, and proactively recommends corrective action to address significant changes in Club finances.
- Manages expenses to achieve profitability goals, considering food, beverage, staffing and maintenance requirements.

### **Human Resources**

- Reviews staffing needs of the Club and makes recommendations to the Personnel Committee and Board regarding positions required to support the Club's strategic plan.
- Manages staff recruiting, hiring, and on-boarding processes for the Club as well as training, performance reviews and development opportunities to achieve member satisfaction goals.
- Partners with the Personnel Committee to implement compensation and benefit recommendations to attract and retain employees committed to excellent performance.

### **Member Relations**

- Knows and engages all members, guests, and clients to provide an excellent Club experience, serving as the point person for membership development and cultivation.
- Interacts with members throughout the clubhouse during special events and daily during prime dining hours, overseeing staff supporting the dining experience.
- Responds to member communications and requests, resolving issues promptly.
- Evaluates member engagement needs, assessing current Club events and identifying new options to engage members.

### **Sales and Marketing**

- In conjunction with appropriate Committees, implements initiatives to increase membership and improve retention.
- Manages sales and marketing activities to increase positive public visibility, convey the brand, promote the value of membership and services, and increase event revenues.

### **Facilities**

- Oversee maintenance and security, working closely with Committees and the Lyman Heritage Preservation Foundation to ensure the building and grounds meet the quality of appearance expected by members, guests, and clients.
- Manage all capital improvement projects and the Club's technology infrastructure.
- Ensure that all necessary health and safety measures are in place to protect members and guests from adverse experiences while at the Club.

### **TRAITS AND CHARACTERISTICS**

The Club Manager will be a versatile, resourceful and people-oriented leader who values collaboration with others. A critical and creative thinker who can analyze and solve problems, the CM will bring professional expertise, interpersonal skills, and commitment to member satisfaction. The successful candidate will

demonstrate leadership, sound decision making and personal accountability, and an aptitude for planning and organizing.

**QUALIFICATIONS**

A bachelor's degree in a field of study appropriate to leadership of a social club. Three years of experience demonstrating an understanding of organizational finances and other back-office operations as well as an ability to manage front-facing interactions with stakeholders. Excellent written and verbal communication skills. Proficiency with Microsoft Office and database concepts

**COMPENSATION AND BENEFITS**

Salary commensurate with experience. Standard benefits, including health insurance, paid time off and paid holidays.

**APPLICATION AND INQUIRIES**

Submit a cover letter and resume with a summary of relevant accomplishments to [interimgm@towncounty.com](mailto:interimgm@towncounty.com). Include salary expectations in your cover letter. Please send questions or general inquiries to the same email address.

**The Town & County Club is an Equal Opportunity Employer and seeks a diverse pool of candidates.**