



## Harvard Club of Boston - Boston, Massachusetts

### General Manager

Based in the heart of Boston on Commonwealth Avenue, the Harvard Club of Boston is the only Platinum alumni club in Massachusetts. Founded in 1908, the Club has served as a haven for social, intellectual, and athletic endeavors for over a century with the aim of "giving effective expression to the Harvard Spirit." The historic main clubhouse is traditional and elegant and hosts social, dining, sporting and intellectual activities. As Boston's Financial District expanded in the 1940's, demand grew for a second location where Harvard Club members could host business lunches and dinners. What started out as a banquet room in Purcell's Restaurant evolved into the Downtown Club located high atop One Federal Street in the Financial District since 1976.

The Main Clubhouse is 77,000 square feet and features: four restaurants, nine squash courts, 15 private meeting and dining rooms, forty-two overnight rooms, fitness center and parking. The Downtown Club offers fine dining with a modern, upscale atmosphere and sweeping views of the city in all directions. This second location is 20,000 square feet and has been open since 2004 to members from Harvard and selected colleges and universities. Members have reciprocal privileges at 136 affiliated private city clubs worldwide. The Club currently has 5,500 members with 4,970 being full-privileged members.

Both club locations are open year round and offer private meeting and dining rooms that can serve both intimate and large functions. The largest rooms are the Main Club Harvard Hall with a capacity for up to 400 attendees located in the Main Clubhouse and the Downtown Main Dining Room (220 capacity) located in the Downtown Club. Annual gross revenues are \$17.4 million. Food and beverage sales for both the Main Clubhouse and Downtown Club total \$9.6 million. There are approximately 235 year round employees between both locations.

The General Manager has full responsibility for all aspects of club operations, reporting to the Club President and to the 18 person Board of Governors. He/she will lead the management team which includes the Controller, Director of Membership & Marketing, Director of Human Resources, Director of Communications, Clubhouse Manager, Director of Catering, Executive Chef and Clubhouse House Manager (Downtown Club). The General Manager will indirectly supervise all employees and will lead relations and negotiations with the Labor Union. The long tenured staff will require an experienced leader who is an effective motivator and communicator and who can provide creative direction without micromanaging and have the ability to consistently hold staff accountable at the highest level.

The General Manager will lead all aspects of the Club's operations as well as communicate effectively with the Board, Committees, staff and well-educated and sophisticated membership. An active and invested Board and Committee system will require that the General Manager is equally engaged and is able to effectively navigate the Boardroom, providing professional guidance and bringing thoughtful options and ideas to the table. The General Manager must also be a strong and innovative leader with flexibility to consider change and the ability to foster a culture where change and innovation are valued.

With full P&L responsibility, the General Manager will present strategies for membership growth, retention and usage. Excellent candidates will have experience with shaping and enhancing food and dining operations to increase member satisfaction and participation in the dining program. Growth strategies and programming must integrate the Club's rich tradition with the contemporary needs and interests of current and future members.

Visibility with the genuine enjoyment of building member relationships is a key attribute for the successful General Manager. The General Manager will have an affable personality and sophistication to command the respect of all constituencies and a visible presence within this prestigious city club as well as in the Boston and Harvard communities. Also important is being passionate about honoring the prestige of the Harvard Club of Boston while having a subtle, strategic and thoughtful approach to membership marketing and retention.

This candidate must be a student of the private club industry to fuel the development of initiatives and solutions reflective of industry trends and best practices. A confident, forward thinker and energetic professional who strives for excellent service and exceptional standards of quality with an eye for detail in all areas of service, decor and housekeeping - developing and implementing a cross departmental service culture, one that highly values and is excellent at member recognition, engagement and "member and guest insight." Ideal candidates will also have experience with managing capital projects and working with labor unions.

Compensation: The Club will offer a competitive compensation plan, along with standard benefits and perks.

Interested and qualified candidates should complete the online candidate profile form and submit a compelling cover letter and resume for consideration at <http://denehyctp.com/submissions/>. If you have any questions or need further assistance, please email Alison Savona at [alison@denehyctp.com](mailto:alison@denehyctp.com).

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