



**CHILTON CLUB**  
FOUNDED 1910



club thinking partners

## **Chilton Club - Boston, Massachusetts**

### **General Manager**

The Chilton Club is a gracious Boston city club located on Commonwealth Avenue in the Back Bay area of Boston, Massachusetts. Steeped in rich history, sophistication and New England heritage, the Club promotes friendship and provides opportunities for shared social, intellectual and cultural pursuits in an environment that is respectful and welcoming and committed to high standards in all aspects of club life. The Chilton Club was founded by ten Boston ladies “by and for women” and remains an active social club for “forward moving and modern traditionalists.” Members enjoy an active social calendar and programming that includes lectures and series, concerts and book signings.

The clubhouse is 45,000 square feet and features eight private meeting and dining rooms with capacity for intimate to larger events accommodating up to 170 guests and includes a unique ballroom with a gallery that can seat 75 guests at one long table. In addition to private dining spaces, the club has 16 overnight guest rooms. Annual gross revenues are over \$3 million. Food and beverage sales are \$700,000. The Club currently has 958 members and offers reciprocity with more than 30 private exclusive clubs.

The General Manager has full responsibility for all aspects of club operations, reporting to the Club President and to the 21 person Board of Governors. He/she will lead the management team which includes the Assistant Manager, Controller, Head Housekeeper and Executive Chef. The General Manager will also indirectly supervise all employees of the Club and will interact with the membership, both through the Club’s committee structure and through daily contact. This position requires an experienced leader with strong communication skills (both written and verbal) and practices to develop a cohesive, professional and well-trained team that is held 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 expect the General Manager to be an equally engaged partner who will provide professional expertise and presents thoughtful options and innovative ideas.

With full P&L responsibility, the General Manager must possess strong operational and financial skills with proficiency in technology to measure, analyze and invigorate overall club member participation. A strong understanding of club financials and proven success with revenue growth, membership marketing strategy and shaping the member experience are critical for this role. Also important will be a strategic and thoughtful approach in helping to define the Club’s evolution in balance with its tradition and the contemporary needs and interests of current and future members.

The General Manager must also be a strong leader with a commitment to excellence on all levels and able to impart and nurture a strong service culture throughout the Club; a forward thinker who understands the culture of the Club and of New England and who will set an example as a steward of the Club’s values. The General Manager will enforce club rules in a professional and diplomatic manner with the support of the Board. Visibility and the genuine enjoyment of building member relationships are key attributes for the next General Manager. A confident 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 is highly desired. Critical also is developing and implementing a cross departmental service culture, one that highly values and is excellent at member recognition, engagement and “member and guest insight.”

Excellent candidates will be students of the private club industry to fuel the development of initiatives and solutions reflective of industry and technology trends and best practices. Successful budgeting and development and management of effective internal controls will be successes of top candidates as well. Ideal candidates will have a passion and intimate knowledge of food and service operations and dining programming. Also ideal is experience with guest rooms, capital projects and an understanding and knowledge of managing the maintenance and care of an historical structure.

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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