



The Pacific-Union Club – San Francisco, CA

Assistant General Manager

The Pacific-Union Club is a private social club located atop of San Francisco's prominent and affluent Nob Hill. Formed from a merger between the Pacific Club (est. 1852) and the Union Club (1854), the Pacific-Union Club is considered one of the most exclusive private social clubs in America. The Club's historic clubhouse, also known as the James C. Flood mansion, is a National Historic Landmark and a California Designated Landmark. The 67,000 square foot clubhouse features a beautiful dining room, lounge, bar, card rooms, reading rooms, and private dining rooms on the first floor. The ground floor contains a casual dining area and the health and fitness center which includes a swimming pool, fitness, wet and dry saunas. The second and third floors house a formal library, 27 bedrooms, and offices. The Club recently completed an expansion and renovation of its gentlemen's exercise area, locker room and swimming pool. Future renovations are planned for 25 guest rooms.

The most recent fiscal year's gross revenue is \$9.4 million; food and beverage revenue is \$2.1 million of which 40% is derived from private events. The Club employs a union work force; there are approximately 75 full-time employees servicing the year round operation of the Club. The Club has 950 members with a waiting list.

The Assistant General Manager (AGM) reports directly to the General Manager. The AGM is responsible for oversight of the day-to-day operations and services of the Club and for the accomplishment of administrative projects as directed by the General Manager. The AGM coordinates closely with the Controller and Facilities Director and supervises all other management and line personnel.

The AGM often serves as the "face" of the Club and presents excellent interpersonal skills including, but not limited to, engagement, communication, leadership, cooperation, sensitivity, perception and a positive attitude toward others. He/she manages all operations of the Club and assumes the role of key employee in the absence of the General Manager. The AGM assists the General Manager with administrative management responsibilities including, but not limited to, strategic and logistical planning, business plans, operating reports, budgets, insurance and workers compensation case management. He/she undertakes special projects as requested by the General Manager. The AGM does not need to be told what to do; he/she does what needs to be done.

This position requires excellent managerial, leadership and interpersonal skills and a high level of professional decorum and gravitas. Candidates should have ten or more years of industry and managerial experience in operations of equal or greater quality and size with a track record of success in achieving objectives, meeting standards and management of personnel.

Candidates must have excellent customer service skills and the ability to communicate with members, guests, business contacts and staff with English fluency and sophistication both orally and in writing. Additional language skills in other languages are both helpful and desirable.

Ideal candidates will have experience in a very formal service culture in food and beverage, guest rooms, managing capital projects and an understanding and knowledge of managing the maintenance and care of a historical structure. A high level of competency in the understanding of club employment policies and employment laws and experience managing a union staff is highly desired.

Certification as a Certified Club manager is preferred. A formal education including a bachelor degree or a related hospitality degree is strongly preferred, although candidates with demonstrated equivalent training and education may be considered.

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 specific to this opportunity and resume for consideration at <http://denehyctp.com/submissions/>. To request additional information or to recommend a candidate, please contact Kirk Reese, CCM in our Los Angeles office at 310.409.8957 or by email at kirk@denehyctp.com.



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