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GENERAL MANAGER PROFILE: CAPITOL HILL CLUB WASHINGTON, DC

GENERAL MANAGER AT CAPITOL HILL CLUB

We are leading the search for a new General Manager at Capitol Hill Club. This is a rare opportunity for an inspirational leader to guide this historic club located just a few blocks from the United States Capitol. An attractive feature of this position is the desirable work-life balance afforded by the Club's operating schedule.

The ideal candidate will be a professional who has a proven record of leadership that ensures members of Congress, their staffs, and their guests are always treated with gracious hospitality. Success will require a talent for remembering names and faces and a familiarity with implementing best practices to align the Club at all levels. Today's fast-changing environment requires the ideal candidate to have an in-depth knowledge of upscale food and beverage service, event creation and programming, technology, and human resource practices. Capital budgeting and project management are desirable skills necessary to care for the historic building. Club members are world travelers and desire their club to be excellent in all facets of the operation. This is the perfect opportunity for a polished professional who epitomizes and appreciates the Club's values and mission, and all the history it embodies.

[Click here to watch a brief video about this opportunity.](#)

ABOUT CAPITOL HILL CLUB

Established in 1950 by Congressman James C. Auchincloss, the Capitol Hill Club stands as the preeminent political club and National Republican Club of Capitol Hill. Located at 300 First Street SE, its rich history began with 100 founding members from 22 states. Initially situated at the historic Dewey House, it moved to the Congressional Hotel in 1962 before settling at its current location in 1971. The clubhouse, decorated in Federalist style, houses the world's largest collection of Judge prints from 1880-1930, and the Eisenhower Lounge features 458 elephants and an 1887 Steinway.

Membership, accessible by invitation only, extends exclusive benefits, including access to 200+ reciprocal clubs globally. The club hosts influential figures like Presidents, Governors, and international leaders. Its diverse membership includes professionals, congressional staff, fundraisers, advocacy groups, and party loyalists.

The Capitol Hill Club is an ideal venue for special events, offering dining suites for intimate gatherings or grand celebrations, accommodating up to 250 plated guests or 350 standing. Nestled steps from Congress and adjacent to the Republican National Committee, the club's daily operations and Republican foundation make it a unique and central hub where history is made, connections flourish, and a warm welcome always awaits.

CAPITOL HILL CLUB BY THE NUMBERS

- Approximate number of members: 4,300
- Average age of Members: 50 years
- Gross Volume approximately \$11.M
- Annual Dues Volume of approximately \$4.8M
- F&B Volume approximately \$5.1M
- Approximately 70 Full-time Employees

- 41 Board Members with 3-year terms
- Initiation Fee: \$5,000
- Annual Dues: \$1,884
- Capitol Hill Club is an organized 501 (c)(7)
- POS System – Jonas Club Software

CAPITOL HILL CLUB WEBSITE: www.capitolhillclub.org

GENERAL MANAGER – POSITION OVERVIEW

Capitol Hill Club General Manager(GM) manages all aspects of Club operations to ensure maximum membership satisfaction and is responsible for the efficient and effective management of the Club's activities consistent with its policies and objectives. The GM is also responsible for cooperating with and assisting officers of the Club and committee chairs as described by the bylaws and policies.

He/she must possess strong operational and financial skills with proficiency in technology, organizational metrics, as well as sincere member engagement to drive overall club member engagement and satisfaction. Critical to this role are a strong understanding of operational financials, proven success with revenue growth, cost management and the ability to define and consistently execute a quality food and dining operation. Additionally, of critical importance is the ability to set standards of excellence for staff, operational efficiency, and asset maintenance and be the leader in ethical, passionate and professional behavior and modeling.

The GM must have strong communication and people skills, with a commitment to excellence on all levels and the ability to convey and encourage a strong service culture throughout this city club. Visibility and sincere engagement with members and guests of the Club are of utmost importance.

The GM will enforce club rules in a professional and supremely diplomatic manner with the support of the Board, know the difference in having a "light touch or a strong hand" when doing so, and must have a strong record of 'results' in his/her current and past positions.

Additionally, he/she must have an inherent diplomacy to respectfully, and effectively engage with a wide range of constituencies---boards, committees, members, senior staff, line staff, vendors, government officials and others with whom the Club relies upon for its overall success.

Clearly understanding excellent service and exceptional standards of quality, combined with an eye for detail in all areas of service, decor and housekeeping is critical, as is ensuring that all members of senior management and staff recognize these key drivers to success as well.

ESSENTIAL DUTIES, RESPONSIBILITIES AND COMPETENCIES OR STYLE NEEDS

The new GM is expected to provide or possess the following:

Leadership:

- A sincere desire to build relationships with members, staff and others who contribute to the overall well-being and success of the Club. Someone who clearly "inspires" others in all that he/she does by the way in which they conduct themselves in an always appropriate manner.
- A strong attention to the details of success and the ability to articulate and memorialize standards expected of each contributing constituency within the Capitol Hill Club organization.
- Keen and relevant understanding of modern social and club-related trends that shape current and future recruitment and retention of members and staff, implementing or ensuring that the Club is viewed as a proactive leader in innovations, engagement and satisfaction levels of members and staff.
- An especially strong financial acuity to ensure that balancing trends and issues are performed within a financial metric to maintain membership and engagement levels.

Operations:

- Takes personal ownership of operations, being especially aware of the historic physical plant and overall presentation of the operation, including the need to be consistently “member ready and focused” in both appearance and service.
- Plans, develops, and administers operational procedures in concert with the Club’s policies and strategic direction. Reviews staff policies with Board Members and/or appropriate committee(s).
- Develops and maintains a sound organizational plan, including proactive leadership to ensure that key staff positions and quality of personnel are in place and supportive of the big-picture goals for the Capitol Hill Club.

Financial Management:

- Works with the President and Board Members to develop the Club’s strategic direction and initiatives.
- Coordinates the development of the annual operating and capital budgets for Board approval by supervising and coordinating with the Chief Financial Officer and collaborating with the Finance and Audit Committees. Monitors monthly financial statements and takes proactive corrective action as needed.
- In conjunction with key departmental leaders, ensures that the Capitol Hill Club meets its fiduciary responsibilities while conducting its business functions.
- Review and plan near-term and future capital projects, needs and expectations, ensuring near-term expenditures are appropriate and well-conceived.

Personnel Management:

- Is actively involved in the furthering of a member centric service culture: setting standards, processes, and ongoing training while providing leadership for managers and staff Club and ensuring the staff culture is equally as positive, supported and sees the same level of personal attention and engagement.
- Ensures that a vibrant performance management system is in place and followed. Establishes a strong culture of attention to details, consistency of quality execution, positive and supportive staff engagement, and sets very clear accountabilities supported by measurable goals and objectives.

Communications:

- The GM must be an exceptional communicator, have adroit interpersonal skills and instinctively know how to make members, guests and staff feel that they are treated in a gracious, professional, and sincere manner. Further, he or she must be able to communicate these expectations to staff with diverse backgrounds and promote buy-in, so they understand and execute to those expectations.
- Must possess strong working knowledge of technology, electronic communications, and social media to be utilized in such areas such as mobile applications, member newsletters, and electronic updates, and have a proactive and curious nature to continue to evaluate potential new technologies to leverage high tech to improve high touch.

KEY AREAS OF INITIAL FOCUS

- In collaboration with appropriate team and Board/Committee members, ensuring that the overall financials, reports, and processes are in place and followed.
- Building employee morale and engagement, primarily by being exceptionally proactive in engagement throughout the operation, learning names, spending time to know and understand the team and issues, learning the procedures and ebb and flow of business.
- Focus on the organizational chart, determining if appropriate for near future success and filling open key positions.
- Evaluate the overall member service experience and how it dovetails with employee morale, the accountabilities and responsibilities of key departmental leaders and furthering the plan for continuous improvement.
- Meet with key volunteer leaders, observe, listen, and learn expectations, and diversity of thoughts and communicate to the Board a measurable plan for the first 100 days then following with one and two-year success milestones and goals.

- Review the overall F & B operation, its consistency of execution, and overall standards for success.
- Simply, work diligently to develop the trust and confidence of key contributors by being thoughtful, candid, proactive, available, approachable, and by listening and respectfully responding.

CANDIDATE QUALIFICATIONS

To perform this job successfully, an individual must be able to perform each essential duty. The requirements listed above are representative of the knowledge, skills, and abilities required. Reasonable accommodations may be made to enable individuals with disabilities to perform essential functions.

EDUCATIONAL AND CERTIFICATION QUALIFICATIONS

- A Bachelor's Degree from a four-year university or college, preferably in Hospitality Management is preferred.
- In lieu of the degree, substantial private club or hospitality experience will be fairly considered.
- Certified Club Manager (CCM) designation preferred.

EMPLOYMENT ELIGIBILITY VERIFICATION

In compliance with federal law, all persons hired will be required to verify identity and eligibility to work in the United States and to complete the required employment eligibility verification form upon hire.

SALARY AND BENEFITS

Salary is open and commensurate with qualifications and experience. The club offers an excellent bonus and benefits package including association membership. *Salary Range: \$300,000 - \$350,000*

INSTRUCTIONS ON HOW TO APPLY

Please upload your resume and cover letter, in that order, using the link below. You should have your documents fully prepared to be attached when prompted for them during the online application process. Please be sure your image is not present on your resume or cover letter; that should be used in your LinkedIn Profile.

Prepare a thoughtful cover letter addressed to Capitol Hill Club Search Committee/Mr. Robert Holste - Vice President/Search Chair, and clearly articulate your alignment with this role and why you want to be considered for this position at this stage of your career, and why CHC and the Washington D.C. area will be beneficial to you, your family, your career, and the Club if selected.

You must apply for this role as soon as possible but no later than Thursday, March 28, 2024. Candidate selections will occur late March with first Interviews expected in early April 2024 and second interviews a short time later. The new candidate should assume his/her role by late May 2024.

IMPORTANT: Save your resume and letter in the following manner:

"Last Name, First Name - Resume" &

"Last Name, First Name - Cover Letter – Capitol Hill Club"

(These documents should be in Word or PDF format)

Note: Once you complete the application process for this search, you are not able to go back in and add additional documents.

[Click here](#) to upload your resume and cover letter.

If you have any questions, please email Katy Eliades: katy@kkandw.com

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