



Photo credit: Tim O'Brien

General Manager: Chatham Beach and Tennis Club Chatham, MA

Chatham Beach and Tennis Club (CBTC) in Chatham, Massachusetts is offering a unique and exceptional opportunity for a highly qualified professional to serve as the General Manager.

Founded in 1927, Chatham Beach and Tennis Club is a seasonal private beach and tennis club. The Club has a distinctive history and culture; it is a family club and the membership is composed of multiple generations of families who enjoy tennis, beach, and social activities in a relaxed, familial, and familiar environment. The unique Club culture includes many member's children working at the Club as servers and kitchen staff. For many of these children, this is their first job experience and this lends itself to the rich camaraderie of the CBTC community. Amenities include 5 Har Tru tennis courts, a historic clubhouse and picturesque beach located in the beautiful Cape Cod town of Chatham, Massachusetts. The Club is committed to promoting the game of tennis, quality dining and social gatherings, junior programming as well as good sportsmanship and being a good neighbor in our exceptional town. The Club offers lunch daily and weekly dinners along with other club events for members, their children and tennis enthusiasts throughout the summer.

Chatham Beach and Tennis Club By the Numbers

- Approximately 410 memberships, 944 individual members
- Governing Board of Trustees comprised of 17 Members
- 8 Standing Committees of the Board
- 6604 Lunches served in 2023
- 2 Club Member Cocktail Parties – (July – 250 attendees, August – 175 attendees)
- 10 weekly dinners attended by approximately 100 members per event
- 25 number of private parties hosted in 2023
- 30 total seasonal employees

- 20 Approximate # of member children employed by CBTC annually
- \$700k annual operating budget
- The Club utilizes Clubessential software for club operations - POS, website/member portal, member accounts and billing.
- A local CPA/accountancy firm, Ellard Accountancy handles bi-weekly payroll, accounting and tax preparation.

Website: www.chathambeachandtenniscub.com

Position Overview:

The GM at CBTC will have full responsibility for all aspects of operations at the Club reporting to the President of the Board of Trustees and collaborating with Club Committees to develop programs and events for membership. The General Manager collaborates with the Tennis Pro and Tennis assistants but the tennis programming and operations are overseen and managed by the Tennis Committee. Additionally, the General Manager will also seek to book and manage private member and non member events including cocktail parties, weddings and rehearsal dinners. He/she will be hands on and responsible for the daily management of the Club and will work to ensure member satisfaction while promoting hospitality, honoring Club traditions while evolving and improving operations. The Club Manager is the steward of the culture of the club. As such, the manager is entrusted with the hiring, management and development of the wait staff, comprised of members' children and grandchildren for many of whom this is their first professional work experience. The General Manager will manage the Chef, kitchen and dining staff and have oversight of:

Member Relations

- Be the face of the Club and steward the Club's unique culture
- Ensure outstanding member experience
- Demonstrate professionalism and maintain confidentiality

Food and Beverage

- Ensure the Club continues to deliver exceptional dining and special events experiences with outstanding food and warm, friendly, and efficient service
- Act as Maître D' at Club Events, Dinners and during Lunch Service
- Oversee food ordering, vendor management and bill pay and menu pricing

Planning and oversight of Club dining events and Private Functions

- Manage reservations and special requests at Weekly Club Dinners
- Plan Club Cocktail Parties and Special Events
- Manage member and non member private events/functions; manage and assist third party vendors such as Tent providers, etc

Hiring, Training and Management of all (non-tennis) Staff

- Develop annual contracts for key employees
- Manage bi-weekly payroll, set pay rates for all non-tennis staff and provide input to gratuity distribution
- Ensure wait staff is trained on Clubessential Software
- Ensure club management is trained on inclusivity and sensitivity training
- Manage weekly schedule of all non-tennis staff
- Ensure staffing throughout the closing of the Club
- Ensure all legal requirements are consistently adhered to, including but not limited to State and/or local laws pertaining to alcoholic beverages.

Clubhouse Maintenance and Image

- Opening and closing of Club seasonally
- Ensure that the Club is clean, tidy and a welcoming environment for members. Other responsibilities include:
- Property management – work with Buildings and Grounds Committee to maintain a list of general upkeep as well as capital projects list.
- Oversight of Landscaper
- Oversee weekly housekeeping and schedule deep cleaning after weddings and large event
- Liaison with Tennis Pro to ensure tennis courts are maintained

Administrative/Communications

- Create weekly in season newsletters optimizing Club Essentials newsletter functions
- Maintain CBTC website – responsible for updating content and photography
- Manage CBTC gmail inbox – respond and triage member questions
- Handle member billing inquiries, making updates in the POS/club management software where necessary
- Create Presentations/Reports as needed to Board of Trustees and Annual Meeting

Budget

- Work with the Treasurer to budget annually and oversee the budget. Produce reports as needed to plan for future

Misc:

- Manage taxonomy of items in POS system, set prices annually
- Ensure POS stations (iPads) are functioning, up to date with all software updates
- Post daily charge batches
- Run sales reports
- Ensure POS kitchen printers are functioning

About the Ideal Candidate

CBTC is seeking a candidate with a minimum of 5 years of experience in hospitality and/or private club management. The ideal candidate will have a deep knowledge of club operations with strong food and beverage experience. The next General Manager must be highly organized, a strong leader who can motivate a team and delegate and must possess excellent written and verbal communication skills. We desire a general manager who works to be strongly connected to the membership.

Qualifications

A bachelor's degree is preferred but substantial private club or hospitality experience will be considered. Candidates should be proficient in technology including email, Microsoft Office or Google including spreadsheets and club management software. Experience with Clubessential software is a plus.

Salary and Benefits:

Salary is open and commensurate with qualifications and experience.

To Apply:

Please send a cover letter and resume to the attention of CBTC Search Chairs: Kimberly Formisano and Daniel Foley at cbtc945@gmail.com. In your cover letter, please highlight your experience that might make you the ideal candidate and articulate why you wish to be a candidate.