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GENERAL MANAGER PROFILE: OLDE PROVIDENCE RACQUET CLUB CHARLOTTE, NC

THE GENERAL MANAGER OPPORTUNITY AT OLDE PROVIDENCE RACQUET CLUB

One of the nation's most desirable racquet clubs, Olde Providence Racquet Club, presents an exceptional opportunity for a proactive, strategic, and visionary leader. This individual should have a history of creating high-performing teams, staying ahead of trends, and leading in a COO-like manner. Key responsibilities include understanding modern club success metrics, fostering high levels of member and staff engagement, and developing capital strategies for long-term financial success.

This role is one of the most significant opportunities in the state, as Olde Providence Racquet Club has hosted prestigious ATP and WTA events in the past. It stands as one of the nation's leading clubs in tennis and other racquet sports.

The next GM will be an affable and dynamic leader who ensures the club offers "best in class" service to its members and guests. The ideal candidate will have a proven track record in interpersonal communication, staff hiring and training, and financial management. They must possess leadership skills to handle conflicts and crises, prioritize hospitality, and ensure a positive club experience. This individual will work constructively to implement the board's policies and, with board support, enforce club rules and policies with respect and transparency.

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

ABOUT OLDE PROVIDENCE RACQUET CLUB

Founded in 1962, Olde Providence Racquet Club (OPRC) is rich in tradition and renowned for excellence. Nestled on a historic 55-acre property in Charlotte, North Carolina, OPRC offers a premier racquet sports experience.

The club features 32 lighted outdoor tennis courts (27 clay and five hard), five air-conditioned indoor hard tennis courts with an upstairs viewing lounge, three platform tennis courts, and six pickleball courts. The facilities are designed to accommodate players of all levels and ensure an exceptional playing experience.

The Elite Academy Program, led by a dedicated director, offers a range of programs and coaching for players of all ages and skill levels. The experienced staff at Olde Providence Tennis Academy provides private lessons, clinics, and camps to help players develop technical skills, strategy, and mental toughness in tennis, platform tennis, and pickleball.

The 16,500-square-foot clubhouse is a hub of activity, housing a full-service pro shop, a state-of-the-art fitness center with personal training staff, locker rooms, a social events ballroom, and a bar. Spectators can enjoy panoramic views of the club grounds and four main event courts from the 3,000-square-foot veranda.

Swimming is a popular seasonal amenity at OPRC, featuring a junior Olympic-size pool with ample sun decking, a swim team, adult-only swim hours, and a food cabana for poolside refreshments.

OPRC also hosts numerous social events, such as mixers and round-robin tournaments, providing opportunities for members to connect and build community both on and off the courts.

OLDE PROVIDENCE RACQUET CLUB BY THE NUMBERS

- There are approximately: 3,500 members in all combined categories
- Initiation Fee: \$9,100
- Annual Dues: \$2,472
- Approximate Gross Revenue: \$2.7M
- Annual dues volume: \$2.1M
- The Club is organized as a 501(c)(7)
- Average age of members: 50
- The club uses ClubEssential for POS and accounting.
- Board Members: 13, each serving three-year terms, with the President serving 4 years. Standing Committees: Executive, Nominating, House and Grounds, Membership, Tennis and Indoor, Swim, Finance, Long Range Planning, Tournament, Social, Rules and Grievance, Junior Tennis, Athletic, Platform and Pickleball, Information, Technology and Communications.

OLDE PROVIDENCE RACQUET CLUB WEBSITE: www.oprctennis.com

GENERAL MANAGER - POSITION OVERVIEW

The Board seeks a GM who will operate in a COO-like capacity, working closely with the Board of Directors and leading various committees. The GM is regarded as the “face” of Olde Providence Racquet Club, partnering with key volunteers as a primary “visionary” to ensure the club consistently delivers an exceptionally high level of personalized service. The GM will strive to enhance and elevate the overall experience for both members and staff.

Success in this role hinges on a "members first" approach, recognizing the importance of staff support, mentorship, clear direction, and a natural, engaging presence. Attention to detail in finances, maintenance, SOPs, staff culture, and other critical areas is essential. Outstanding communication skills, particularly the ability to “listen and respectfully respond,” are crucial for success at Olde Providence Racquet Club. Additionally, experience with capital projects is highly desirable.

Direct Reports include:

Associate General Manager, Communications Manager, Accounting Manager, Events Director, Pro Shop Manager, Member Administration, and the Contracted Director of Racquets.

Initial Priorities of the New General Manager

- **Understand, Embrace, and Execute the Board’s Vision and Strategy:** Work in clear partnership with the Board, keeping it actively informed with transparency.
- **Master Planning Process:** Collaborate closely with the Board and the McMahon Group, which is guiding the club through a significant Master Plan. Work closely with the long-term planning committee and the Board is critical.
- **Engage with Members:** Meet, interact with, and engage as many members as possible. Build trust and maintain a strong presence.
- **Unify Club Departments:** Bring all departments together with a clear focus on the "Olde Providence Racquet Club Team" and the club’s goals and mission. Get to know the senior staff, evaluate their abilities and aspirations, and ensure clear expectations and accountability.
- **Review Capital Projects:** Add insights and perspectives to the capital projects currently in the planning process to ensure viability and successful outcomes.

Key Attributes

- **Visible and Positive Leadership:** Be an energized and aspirational leader who understands the dynamics of a family-oriented club.
- **Superior Communication Skills:** Exude energy and creativity.
- **Capital Project Management Experience:** Have experience in managing capital projects.
- **Strong Leadership and Team Development:** Possess a strong record of selecting and developing talent in senior leadership roles, and continuously develop departmental leaders and their teams.
- **Experienced Hospitality Professional:** Be member-centric and create an environment where the staff looks forward to coming to work every day.
- **Confident and Diplomatic Professional:** Be a doer and take-charge person who values accountability and commands respect through professional interactions and integrity.
- **Governance/Leadership Partnership:** Have a track record of successful partnerships with active Member Boards.
- **Outgoing and Diplomatic:** Be naturally outgoing, respectful, and able to say “no” when appropriate without alienating members or staff.
- **Strategic Planning:** Skilled in creating and implementing strategic plans, anticipating club evolution, and staying ahead of trends.
- **Club Operations Knowledge:** Possess deep knowledge of active club operations, strong financial acumen, and proficient use of technology.
- **Proven Success Record:** Have a history of success in a similar quality club or hospitality venue with strong member and/or guest satisfaction and support.
- **Organizational Skills:** Possess strong organizational skills and an obsession with details to achieve high levels of quality, satisfaction, and outstanding member experiences.
- **Financial Management:** Effective in financial management through oversight of annual operating and capital budgets.
- **Goal Setting and Performance Measurement:** Use plans and metrics to set goals, measure and report on performance, and make corrections when needed.
- **Charismatic Individual:** Have a sense of humor and a demeanor that aligns with the culture and expectations of a friendly, fun, and supportive membership and senior management team.

CANDIDATE QUALIFICATIONS

- A minimum of 3 - 5 years of verifiable, progressive leadership and management experience in similar environments. NOTE: Those current Assistant General Managers or Managers at well-recognized clubs, with verifiable records of achievement, will be ***strongly*** considered for this role.
- A verifiable career track that demonstrates a record of tenure and commitment to previous employers, and that career moves were for enhancement of skills and experiences as opposed to ‘unplanned’ career changes.
- Strong general leadership skills with verifiable strengths in team development, financial performance, diverse recreational amenity management (tennis, paddle, pickleball, dining, banquets, family activities, aquatics and others are especially desirable), quality food and beverage knowledge is a plus, exceptional member/guest service programming, strategic planning, project management, and most importantly the ability to consistently define and achieve goals and objectives.

EDUCATIONAL AND CERTIFICATION QUALIFICATIONS

- A minimum of a Bachelor’s Degree from an accredited college or university. A focus on Hospitality Management is a plus.
- In lieu of a degree, substantial private club or hospitality industry experience will be considered.
- From the club industry, Certified Club Manager (CCM) designation is encouraged with further certifications being of interest as a commitment to on-going and lifelong learning and networking.

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.

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 on your LinkedIn Profile.

Prepare a thoughtful cover letter addressed to Olde Providence Racquet Club President; Mr. Zach Cardais

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 OPRC and the Charlotte, NC 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, August 22, 2024. Candidate selections will occur at the end of August with first Interviews expected in mid-September and second interviews in early October. The new candidate should assume his/her role at the end of 2024.

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

“Last Name, First Name - Resume” &

“Last Name, First Name - Cover Letter – Olde Providence Racquet Club”

(These documents should be in Word or PDF format)

[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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