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## **GENERAL MANAGER PROFILE: THE CENTER CLUB BALTIMORE, MD**

### **GENERAL MANAGER AT THE CENTER CLUB**

Located in the heart of historic Baltimore, The Center Club presents an exceptional opportunity for candidates with a proven track record of leadership and high-quality operations management, particularly in experience-driven club operations or high-end hospitality settings. We are conducting the search for a new General Manager (GM), a key role in the continued success of this esteemed private club, which is dedicated to providing exceptional social and dining experiences for its members and guests. The ideal candidate will bring substantial experience in managing and operating a private club, combined with strong business acumen and leadership abilities. In addition to operational expertise, the successful candidate should possess the skills of a strategic business executive, with the ability to effectively communicate with both members and staff and leverage data-driven approaches to strategic planning and financial analysis. A critical focus will be on membership engagement, retention, and recruitment, as well as fostering employee engagement and development. The Center Club is particularly seeking a leader who champions all cultures and fully embraces the principles of diversity, equity, and inclusion.

The Club is looking for an individual committed to excellence, who is a thoughtful listener and works collaboratively with the Board of Directors. This role is crucial as the club aims to grow its membership base and strengthen its presence within the local community. The GM will need to be actively engaged in the Baltimore community, serving as an ambassador for the club and cultivating strong relationships with local leaders.

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

### **ABOUT THE CENTER CLUB**

The Center Club in Baltimore is a prestigious private club that provides a high-scale and inclusive environment for its diverse membership of business and community leaders. Established in 1962, the Club has transformed from a luncheon spot for executives to a dynamic venue for social, business, and family activities. Recognized as Baltimore's only Platinum City Club and a Top 100 City Club of the World, it offers unmatched amenities and facilities for dining, networking, and hosting events.

At the heart of the Club is the Joseph Meyerhoff Dining Room, which features panoramic views of the Inner Harbor, creating an elegant setting for lunch and dinner. Its refined design, complete with wood paneling and stylish furnishings, ensures an atmosphere of privacy and sophistication. Bar100, located on the 15th floor, offers a casual dining experience with a small plates menu and stunning views of downtown Baltimore. For informal meetings or relaxation, the Leaders Lounge, adjacent to Bar100, provides a flexible space for gatherings.

For business needs, the Willard Hackerman Business Center offers members a quiet, fully equipped workspace with complimentary coffee, wireless access, and printing services. The Club's meeting and event spaces cater to a variety of needs, from intimate gatherings to large conferences. The Rembrandt Peale Room, with over 2,800 square feet and breathtaking views, is perfect for grand events, while smaller rooms like the Clarence Miles Founders Room and Dr. Martin D. Jenkins Wine Room offer more intimate settings for meetings and celebrations. Additionally, the Orioles Pub—a member-only space—provides a relaxed venue for sports fans, complete with memorabilia and TVs, ideal for game nights or casual events.

The Center Club also boasts more than 30,000 square feet of banquet space across two levels, including the renovated 16th-floor ballrooms. Rooms such as the Mary Elizabeth Garrett Room, with views of Federal Hill and the stadiums, and the Dr. John Beale Davidge Room, suited for corporate meetings, ensure a versatile selection of venues. Members can also enjoy a convenient spot for quick meals and beverages.

Beyond its facilities, the Club fosters community engagement through various IntraClubs and Interest Groups, enabling members to network and expand their knowledge. The Center Club Foundation supports workforce development and education initiatives, underscoring the Club's commitment to giving back to the Baltimore community.

**The Center Club Mission:** Creating an inclusive environment to serve our diverse membership of business and community leaders as Baltimore's premier venue for dining, business, social, and family activities.

**The Center Club Vision:** To be the crossroads where a tradition of inclusion and excellent service supports the changemakers of today and tomorrow in building powerful relationships.

**The Center Club Values:** Innovation, Excellence, Inclusivity and Engagement.

### **THE CENTER CLUB BY THE NUMBERS**

- Initiation Fee: \$3,000
- Approximate Annual Dues: \$2,135
- Number of Employees: 65 (FTE)
- Approximate Gross Volume: \$7.9M
- Approximate Annual Dues Volume: \$2.4M
- Approximate F&B Volume: \$4.5M
- Approximate Gross Payroll: \$4.0M
- Approximately 1,500 members across all categories
- 39 board members serving 3-year terms
- Committees: Executive, Finance, Events & Marketing, House & Facilities, Membership, Young Members, Ambassador, Board Development

**THE CENTER CLUB WEBSITE:** [www.centerclub.org](http://www.centerclub.org)

### **GENERAL MANAGER – POSITION OVERVIEW**

The General Manager (GM) will oversee the day-to-day operations of The Center Club, serving as a highly visible, hands-on leader who collaborates with team members to manage all aspects of the club's functions. The GM is responsible for delivering exceptional service and creating memorable experiences for the club's multi-generational membership and their guests. Reporting to the Board, the GM will drive the organization toward its mission of being a vibrant, member-driven social and dining club that provides extraordinary experiences and legendary service to all members.

The GM will manage all facets of the club, including activities and relationships between the club and its Board of Directors, members, guests, employees, community, government, and industry. This role includes implementing the club's policies as defined by the Board, developing operating procedures, and overseeing the work of all department managers. The GM will also be responsible for budget management, ensuring the highest quality in services and products, and securing the club's assets, including its facilities and equipment.

The General Manager will supervise key departments such as the Director of Finance & Administration, Assistant General Manager, Director of Membership & Marketing, Director of Catering, Executive Chef, and Director of Human Resources.

The General Manager should be a motivational leader who sets clear goals, holds others accountable, and provides ongoing feedback and support. A detail-oriented, organizationally focused individual is essential, as is a deep understanding of quality standards across all areas of the club's operations.

The General Manager will also maintain cordial and respectful relationships with members while ensuring that club policies and by-laws are followed consistently by both staff and members. Exceptional member relations are a priority, and the GM will work to deliver outstanding membership experiences through effective staffing, programming, operations, and maintenance. The GM will propose annual financial objectives, including capital budgets, and will manage operations to consistently meet these goals.

In addition, the GM will contribute to the long-term strategic development of the club, stay informed of industry trends, and ensure consistent progress toward strategic objectives. The GM will collaborate closely with the Board, particularly through the President and Committee Chairs, to ensure they are well-informed about club operations and take the lead in facilitating actionable decisions.

The role requires outstanding communication skills, both verbal and written, and the ability to listen, engage, build trust, and remain highly approachable. The GM must lead by example, with a nurturing and mentoring leadership style that sets a standard others wish to follow. Vision and mission-oriented, the GM must anticipate the evolving needs of the club and stay ahead of industry trends.

Additionally, the GM will foster an "employer of choice" culture by attracting, retaining, and developing top talent across all levels of the organization. Strong financial acumen is essential, including the ability to understand and explain income statements, balance sheets, cash flow, and budgets. The GM will lead with honesty, integrity, accountability, and dedication, inspiring respect from members, staff, and the community. The ability to be diplomatic and tactful is essential when dealing with member constituents.

The successful candidate will have the ability to set goals, delegate responsibilities, and coach department managers and staff. The GM must be able to manage cross-functional teams, make complex decisions in a dynamic environment, and balance long-term strategic thinking with the execution of near-term objectives. Financial expertise aligned with executive duties, as well as a commitment to maintaining high standards for all facilities, services, and communications, are crucial. The GM should also be prepared to act effectively in emergency situations, ensuring the club's resilience and ongoing success.

#### **INITIAL PRIORITIES OF THE GENERAL MANAGER**

The General Manager will work diligently to build the trust and confidence of key contributors by being thoughtful, candid, proactive, available, and approachable, while actively listening and responding with respect. A critical responsibility will be reviewing the overall food and beverage (F&B) operation, ensuring consistency in execution, and maintaining high standards for success.

A key focus for the GM will be employee engagement, achieved by being proactive in interacting with staff, learning their names, and taking the time to understand both their roles and the ebb and flow of the business. As the senior staff at The Center Club are long-tenured and highly regarded, the GM will leverage their expertise while fostering an environment of collaboration and growth.

The GM will also work with the Board to develop strategies aimed at growing the membership of The Center Club and will begin the initial steps in creating a strategic plan and vision for the club's future needs, ensuring alignment with long-term goals and evolving member expectations.

#### **CANDIDATE QUALIFICATIONS**

The ideal candidate will have a minimum of 4 to 8 years of progressive leadership and management experience, ideally in a General Manager role within a private member-owned club of similar stature.

However, candidates with a strong background in the industry, even if they have not held the exact GM title, will also be considered, particularly those who have demonstrated exceptional leadership and operational skills. True "rising stars" from the club industry who have been well-mentored and possess outstanding relationship-building abilities are highly encouraged to apply. The Club actively encourages candidates from a variety of backgrounds and industries to apply, believing that a diverse team is essential and resonates with the Club's vision and value of inclusivity.

## **EDUCATIONAL AND CERTIFICATION QUALIFICATIONS**

Substantial experience in the private club or hospitality industry will be considered in lieu of a formal degree. While industry certifications such as CCM, CCE, or CMC are encouraged, they are not required. A bachelor's degree from a four-year college or university is preferred, with a focus in Hospitality Management being ideal.

The successful candidate will maintain membership with the Club Managers Association of America (CMAA) and other relevant professional associations, attending conferences, workshops, and meetings such as the CMAA's World Conference and Club Business Expo, as well as local CMAA chapter meetings. This commitment to professional development ensures the GM stays current with industry trends and enhances the quality of service provided to members.

## **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: \$175,000 - \$200,000.

## **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 on your LinkedIn Profile.

Prepare a thoughtful cover letter addressed to **The Center Club Search Committee/Search Chair Mr. Augie Chiasera**. Clearly articulate your alignment with this role, why you want to be considered for this position at this stage of your career, and why The Center Club and the Baltimore, MD area will benefit you, your family, your career, and the Club if selected.

**You must apply for this role as soon as possible but no later than Friday, February 21, 2025. Candidate selections will occur in late February, with the first Interviews expected in mid-March 2025 and the second interviews a short time later. The new candidate should assume his/her role in early May 2025.**

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

"Last Name, First Name - Resume" &

"Last Name, First Name - Cover Letter – Center 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 Alice Stevens: [alice@kkandw.com](mailto:alice@kkandw.com)

### **Lead Search Executive:**

Michael G. Smith, CCM, CCE, ECM , Search Executive

585-794-6150 (M) – Rochester, NY

[michael@kkandw.com](mailto:michael@kkandw.com)