

REGENCY WHIST CLUB
JOB DESCRIPTION
General Manager

About the Regency Whist Club:

The Regency Whist Club (the “Club”), located at 15 East 67th Street on Manhattan’s Upper East Side, is a 501(c)(7) social membership Club whose purpose is to promote the practice and development of contract bridge, canasta, Mah-Jongg, and gin rummy. The Regency Club was founded in 1936, and The Whist Club began its operations in 1894; both consolidating to become the Regency Whist Club in 1964. The Regency Whist Club has a modest annual budget of approximately \$1.5 million. Our people are our greatest asset – with a membership of approximately 230 members supported by 8 full time professionals (general manager, chef, accounting, kitchen team and dining, reception, etc.) and several part time professionals (website assistant, coat check, bridge directors, and other card staff). For more information, please visit www.rwcny.org.

Position Overview:

As the General Manager, you are responsible for managing and leading the day-to-day operations of this long-time New York City institution. Reporting to the Regency Whist Club’s Executive Committee, your role is Monday to Friday, full-time, plus weekday and weekend special and private events. Currently, the Club hosts lunch daily Monday to Friday, including an expansive lunch buffet on Mondays, Tuesdays and Thursdays; as well as dinner in the Dining Room once weekly, casual/theme dinners and card events monthly, plus daily take-out orders. We also have two floors that are rental spaces, one of which is rented to a long-term tenant, the other that needs to be marketed/rented. It is our expectation that the new General Manager will continue to oversee all the above plus grow our card/game program, private party rentals, dinners, and club events. In the process of doing such, the General Manager is responsible for achieving the expectations of the Club with the highest levels of integrity, warmth, business acumen, strategic thinking, and decorum.

Specific Responsibilities:

- **Management and Leadership**
 - Responsible for hiring, training, supervision, and termination of all full-time and part-time staff of the club, providing a positive, supportive work environment that achieves operational success, staff morale, member satisfaction, and financial soundness
 - Ensure effective and efficient staffing and scheduling for all activities and functions of the Club
 - Have a strong sense of urgency and responsiveness to staff and member needs
 - Be a collaborative team player willing to be “hands-on” when necessary but understand when to step back and lead the team
 - Keep all HR policies, guidelines, and employee handbook updated to be in line with NYS guidelines; also update and enforce independent contractor guidelines
- **Finance**
 - Collaborate with Board Treasurer to proactively manage the Administrative and Accounting Manager, ensuring timely billing, Accounts Receivable and Accounts Payable, focusing on transparency and a no-mistake financial operation
 - Develop a reasonable annual budget, alongside a multi-year financial and capital plan (including physical and technological improvements). Review and analyze with Treasurer prior to sharing with the Board for approval

- Continuously update cost controls and food/beverage/event pricing; ensure OT staffing is charged to requisite member events
- Oversee Administrative and Accounting Manager to coordinate monthly financial reporting with accountants and annual audit with our auditors
- Price/bid out members' private events in a fiscally responsible and professional manner
- **Operations**
 - Responsible for quality assurance across all functional areas of the Club (e.g., ensure high quality card/game program (and grow this accordingly), food service and entertainment that meets the highest standards, club/member special events (existing and new ones) that yield greater member engagement, private events that generate substantial revenue, and Club facilities that are managed and maintained in a first-class manner)
 - Work to grow membership, roll out new card/culinary programs, and special events
 - Work with Administrative and Accounting Manager to keep new website/app updated
 - Secure, protect and enhance Club assets including, without limitation, our building, intellectual/technological property, and brand equity
 - Ensure cleanliness of Club through proper maintenance program
 - Ensure technology security through arranging cyber security awareness program and physical security through securing our building
 - Ensure insurances, building and all NYS permit and codes (DOH, DOB, elevators, parapet, façade, liquor license, etc.) are kept updated and maintained
- **Food & Beverage**
 - Provide Members and their guests with a consistently superior dining and social experience by establishing an exceptionally high degree of quality and professionalism
 - Collaborate with Chef to oversee a top-flight food and beverage operation, with appealing menus, properly priced, featuring exemplary service
 - Responsible for ensuring A rating for our food operation
 - Work with Chef to expand and strengthen food offerings for lunches, dinners, and special events
 - Ensure proper and fiscally responsible ordering of food/beverage/supplies for day-to-day operations of kitchen and rest of Club; update or oversee monthly inventory of food and beverage for outside accountant
- **Communication & Public Relations**
 - Work with Membership Chair and Accounting Manager to coordinate the marketing of Club membership and onboarding of new members (new member packets and receptions, etc.)
 - Maintain positive relations with neighbors, tenants, Interclub Bridge League, Club Management Association, ACBL, governmental agencies such as police, fire, liquor control board, health department, and other key relationships of the Club
 - Participate in Club Management Association and other industry events to help promote the club and learn best practices
 - Represent the Club with the highest level of integrity and professionalism
- **Board & Committees**
 - Coordinate board meetings and serve as an ex-officio member of appropriate Club committees as requested by the President
 - Keep detailed minutes at board meetings when secretary is absent

- Meet regularly with the President and/or Executive Committee and keep them informed of human resources needs/changes, club updates, and work together and proactively to problem solve any open issues
- Meet regularly with the Treasurer on financial-related items
- Provide operations reports at the Club's Board Meetings
- Work with volunteer event chairs to increase engagement through special dining and game events (Canasta Party, Member-Guest, Valentine's Day, etc.)
- Adhere to the Club's Bylaws and policies and support the Board's decisions and goals in a positive, professional manner
- Other projects as assigned by the President or Board

Qualifications:

A successful candidate must have:

- 5+ years of hospitality and/or private club management experience, Assistant Manager or General Manager experience a plus
- Food & Beverage management experience
- Proven managerial experience, being able to create a respectful working environment and productively lead a team of staff members
- Strong verbal and written communication skills and be able to positively interact with fellow staff, vendors, current/ prospective Club members, and other stakeholders
- Strong financial sense, proven ability to oversee accounting activities, and ability to assemble a budget for club and special events in Excel
- Experience working with a Board and volunteer committees
- A Bachelor's Degree from a four-year university or college, preferably in hospitality management or related. In lieu of the degree, substantial private club or hospitality experience will be considered
- Comfortable working across the Office suite – Word, Excel, Email, etc.
- Comfortable with Club Essentials POS, website, and email platform
- Knowledge or interest in bridge/canasta/Mah-Jongg/gin rummy a plus but not required
- Willing to take feedback to continuously improve to ensure the Club maintains and improves its reputation for high quality social environment, games, food, and events

The above duties are to be carried out in the spirit of the Regency Whist Club. This job description may change from time to time based on the evolving needs of the Club.

References required prior to hiring.

Salary and Benefits:

Annual salary of \$120,000 to \$140,000, commensurate with experience. The Regency Whist Club offers medical and transit check benefits to full-time employees.

To Apply:

If you meet the above criteria and are interested in this exciting General Management role, please send a short cover letter highlighting your applicable experience (in the body of the email) along with your resume (in pdf) to hr@rwcny.org. The email should be addressed to: Dear Regency Whist Club Search Committee.