

**Position Overview
&
Candidate Profile**



Vancouver Lawn Tennis & Badminton Club
Vancouver, British Columbia
General Manager

Summer 2025



Welcome to a Private Oasis of Calm on the West Side of Vancouver, B.C.

Founded in 1897, the Vancouver Lawn Tennis & Badminton Club is home to Vancouver's most passionate racquet sports enthusiasts and is renowned for delivering exceptional service and a superior club experience to members, their families, and guests.

Nestled in the prestigious Shaughnessy neighbourhood just minutes from downtown Vancouver, the Club is recognized as the city's first and finest racquets and athletics club, serving over 4,000 members in an exclusive, private setting within the city. Being a part of the Club means being part of a prestigious and welcoming community in one of the world's top ten most livable cities in 2025.

With 16 tennis courts, 6 badminton courts, 5 squash courts, a 20-metre swimming pool, whirlpool, fitness rooms, and more, the Vancouver Lawn Tennis & Badminton Club offers an exceptional range of recreational facilities and programming for all ages and skill levels. Members are passionate about racquet sports—enjoying competition in a social and welcoming environment.

The Club also features vibrant dining venues—including the Players' Lounge, Players' Bistro, Pub, and Poolside Dining—and a lively calendar of social events, making it a true hub of community. Looking ahead, the Club is investing \$15–\$20 million over the next decade to enhance and modernize its facilities, making this an exciting time to be part of the team.

The Club is currently seeking a General Manager to lead its tradition of excellence.

CORE VALUES

- Community
- Connection
- Belonging
- Active Sporting & Social Lifestyles

ABOUT THE CLUB

- Member-Owned Private Club
- Total Members: 4,000
- Gross Revenue: \$11.3M
- Annual Dues Revenue: \$6.0M
- Annual F&B Revenue: \$3.2M
- Full-Time Equivalent Employees: 110

AMENITIES

- | | | |
|----------|-----------------|------------------|
| • Tennis | • Fitness | • Badminton |
| • Squash | • Aquatics | • Child Centre |
| • Dining | • Indoor Sports | • Private Events |

POSITION SUMMARY

The General Manager (GM) is the Chief Operating Officer of Vancouver Lawn Tennis & Badminton Club, responsible for all day-to-day operations and the realization of the Club's strategic objectives. Reporting directly to the Board of Directors, the GM leads a diverse team to deliver an outstanding sporting, social, and hospitality experience for over 4,000 members and their guests. The GM is expected to be a highly visible, approachable, and engaged leader who is present throughout the Club, fostering open communication, and building strong relationships with members, staff, and the Board. Direct reports include: Controller, Membership & Marketing Director, Facilities Director, Member Services Manager, HR Manager, Food & Beverage Director and Athletics Director.

Current challenges and opportunities include: Optimizing operational efficiency, enhancing GM visibility and engagement with the membership, managing funded capital projects, modernizing systems and processes to improve transparency and enable data-driven decision-making, and overseeing union relations—all while fostering a cohesive and connected membership community.

The Vancouver Lawn Tennis & Badminton Club is in a period of renewal and enhancing the member experience. The next General Manager will be expected to lead significant facility upgrades, improve financial systems, and enhance both member and operational excellence. The role requires a leader who is present, approachable, and ready to address member capacity, infrastructure challenges, and evolving member expectations – while preserving the Club's rich traditions and fostering a vibrant, inclusive community.

KEY COMPETENCIES & RESPONSIBILITIES

To be successful in this role, the General Manager will need to demonstrate the following competencies. These same areas will be a focus for performance evaluation, ensuring clear expectations and ongoing support.

GM/Leadership

- Serve as a visible, engaged leader who embodies the Club's values and sets high standards for operational, cultural, and financial performance.
- Build, inspire, and hold accountable a high-performing management team.
- Maintain a strong presence in all areas of the Club, engaging with members, guests, and staff daily.
- Collaborate closely with the Board, providing candid, timely updates and actionable recommendations.

Metrics: Member and staff engagement scores; frequency of GM presence in Club areas; Board satisfaction ratings; 360-degree feedback.

Financial Management

- Oversee all financial operations, with a focus on optimizing and managing costs, budgeting, and addressing F&B (Food & Beverage) financial performance.
- Evaluate and upgrade financial systems and reporting for transparency and efficiency.
- Ensure financial viability and process improvement across all departments.
- Provide regular, clear financial updates to the Board and implement corrective actions as needed.

Metrics: Budget adherence; F&B cost variances; timeliness and accuracy of financial reporting; successful implementation of upgraded financial systems; funding long-term capital plans.

Facilities & Capacity

- Lead the ongoing modernization and maintenance of Club facilities, addressing aging infrastructure and optimizing space (including fitness, tennis, pickleball, and social areas).
- Develop and execute capital plans to expand capacity, reduce overcrowding, and enhance member access to courts and amenities.
- Ensure facilities meet or exceed member expectations for quality and safety.

Metrics: Completion of capital projects on time/budget; member satisfaction with facilities; improvements in court and fitness access.

Member Experience

- Champion a culture of personalized service, community, and social connection, while upholding Club traditions.
- Oversee improvements in F&B offerings and social programming to enhance the member experience.
- Foster strong relationships with members and create a vibrant social environment.

Metrics: Member satisfaction/NPS scores; participation in social events; positive feedback on F&B and community atmosphere.

Communication

- Ensure clear, proactive, and transparent communication with members, staff, and the Board regarding Club plans, changes, and progress.
- Utilize multiple channels to keep all stakeholders informed and engaged.
- Address concerns and feedback promptly and constructively.

Metrics: Stakeholder feedback on communication effectiveness; frequency and quality of updates; resolution time for member concerns.

Operational Excellence

- Oversee all aspects of Club operations, ensuring seamless coordination between departments.
- Address areas of dissatisfaction, including court and fitness access, facility age, F&B costs, and management responsiveness.
- Ensure compliance with legal, regulatory, and safety standards.

Metrics: Reduction in member complaints; operational audit results; compliance rates.

CANDIDATE PROFILE

The General Manager is responsible for leading the team to achieve Vancouver Lawn Tennis and Badminton Club's strategic objectives. The ideal candidate will possess the following qualifications:

- **Professional Experience:** Demonstrated success as a General Manager, COO, or equivalent at a member-focused hospitality, recreational, or resort facility of similar size and complexity.
- **Leadership:** A dynamic, results-oriented leader who is visible, approachable, and skilled at motivating high-performing teams. Proven ability to engage with a board of directors and uphold strong governance.
- **Financial Acumen:** Expertise in budgeting, cost control, financial analysis, and capital planning, with a track record of improving financial systems and addressing F&B performance.
- **Member Focus:** Deep understanding of the culture and expectations in a membership-driven organization, with a commitment to delivering exceptional, personalized member experiences.
- **Strategic & Innovative Thinking:** Ability to develop and implement strategies for facility modernization, space optimization, and long-term Club success.
- **Operational Excellence:** Experience overseeing all operational aspects of a complex club environment, including facilities, F&B, events, and recreational programming.
- **Communication:** Exceptional verbal and written communication skills, with a focus on transparency, clarity, and responsiveness.
- **Values & Promotes Diversity:** Commitment to fostering an inclusive, welcoming environment for all members and staff.
- **Professional Development:** Passion for continuous learning and staying current with industry trends and best practices. Committed to enabling and empowering others to pursue their career aspirations while consistently striving to deliver exceptional service to members.

Education: Bachelor's degree in business, hospitality, or related field required; industry certification (CCM, CCE) is preferred.

COMPENSATION

The Club will offer an attractive year-round compensation package, commensurate with experience, which will include a competitive base salary, benefits, and performance bonus.

INQUIRIES

IMPORTANT: Interested candidates should submit their resume along with a detailed cover letter which addresses the qualifications and describes your alignment/experience with the prescribed position by **August 8, 2025**. Those documents must be saved and submitted in Word or PDF format (save as “Last Name, First Name, Vancouver Lawn Tennis and Badminton Club, Resume” and ‘Last Name, First Name, Vancouver Lawn Tennis and Badminton Club, Cover Letter”) respectively to:
<https://shorturl.at/OSuux>

Vancouver Lawn Tennis & Badminton Club is an Equal Opportunity Employer.

SEARCH EXECUTIVES

Michael Gregory, Managing Director & Partner

Liz McDowell, Director

For more information on Vancouver Lawn Tennis and Badminton Club, please visit
<https://www.vanlawn.com/>