

Assistant General Manager

Harvard Club of Boston

Location: Boston, MA

Entity Type: Member-Owned

Tax Status: 501 (c) 7

Club Established: 1908

Membership Total: 3,495

Total annual Gross revenues: \$20.5M

Total annual Food & Beverage revenues: \$9.5M

% of F&B revenues generated from private events: 50%



Total Number of Year-Round FT Club Employees: 210

Employees Managed by AGM: 4 Direct Reports, 16 Salaried Employees, 99 Union Employees, 43 On Call Employees

Club Overview

The Harvard Club of Boston, established in 1908 by 22 Harvard alumni, has grown into a distinguished private social club dedicated to fostering connections among Harvard affiliates and members of select academic communities. Originally setting annual dues at \$5, the Club rapidly expanded to nearly 1,200 members by 1911.

In 1913, the Club inaugurated its Back Bay Clubhouse at 374 Commonwealth Avenue, offering guests rooms with baths for \$2 per night and meals at modest prices. During World War I, it functioned as Boston's Army and Navy officers' club. The Club's commitment to athletics began in 1925 with the construction of eight squash courts.

The Club has continually evolved, welcoming women as full members in 1971 and electing its first female president, Karen Van Winkle AB '80, in 2016. Significant renovations, including a \$16 million update to the Back Bay Clubhouse in 2015, have modernized facilities while preserving historic charm.

Today, the Harvard Club of Boston offers members a range of amenities, such as dining venues, fitness facilities, event spaces, and 25 overnight guest rooms. It hosts over 250 social and intellectual events annually, serving as a vibrant hub for personal and professional connections.

Title: Assistant General Manager

Classification: Exempt

Reports to: General Manager/COO

Direct Reports: Executive Chef, Rooms Manager, Catering Director, Food & Beverage Director

Other Affiliations: The AGM will be a member of the Club's Executive Team and Union negotiating team.

Board & Committee Engagement: Attends and liaises with House Committee and the Food & Beverage Sub-Committee. May attend Board meetings, and other committee meetings for training and development.

THE POSITION

The Assistant General Manager (AGM) is responsible for directly overseeing the Club's day-to-day operations involving dining, catering and events, front desk operations, member areas, and overnight guest rooms, ensuring the highest standards of service and member satisfaction are delivered with and through the team. The AGM is responsible for all Club operations in the absence of the General Manager. As a visible servant leader, the AGM is integral to the member experience, fostering a culture of excellence in service as well as creating a welcoming atmosphere for the membership and staff alike.

THE CANDIDATE

The ideal candidate for the Assistant General Manager (AGM) role at the Harvard Club of Boston will be a dynamic and strategic leader with a deep understanding of private club culture and hospitality excellence. This individual will be highly visible and approachable, fostering strong relationships with both members and staff while ensuring a consistently elevated experience throughout the Club. A charismatic and engaging presence, the AGM will play a pivotal role in shaping the member journey, from arrival to departure, by developing and implementing service standards that enhance satisfaction and create a welcoming atmosphere. They will bring a balance of operational expertise, financial acumen, and creative vision to continuously refine and improve the Club's food and beverage and guest room operations.

A results-driven leader, the AGM will focus on building and developing a high-performing team, identifying areas for growth, and implementing training programs that drive service excellence. They will lead with a hands-on approach, actively engaging with staff to reinforce a culture of teamwork, accountability, and continuous improvement. With a strong financial background, they will effectively

manage budgets, control costs, and implement initiatives that align with the Club's strategic objectives.

Candidates should have 6-8 years of progressive leadership experience in private clubs, luxury hospitality, or a related field, with at least three years in a senior leadership role. A bachelor's degree in hospitality management, business administration, or a related field is preferred, and the pursuit of a CCM designation or other professional development is encouraged. The ideal AGM will be a proactive problem solver, a skilled communicator, and a passionate hospitality professional committed to delivering exceptional experiences for members and guests alike.

THE HIRING PROCESS

If you would like to propose a candidate for consideration, please contact tCC [David Chag](#) or Director of Recruitment, [Alison Savona](#). Interested candidates may apply by visiting our [website](#) or by submitting your information directly to tCC Recruiting Coordinator: [Kathleen Donovan](#). Should you have any questions regarding submitting your information, please contact Kathleen.

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