

# KOPPLIN KUEBLER & WALLACE

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## **GENERAL MANAGER/CHIEF OPERATING OFFICER PROFILE: THE TORONTO LAWN TENNIS CLUB, LIMITED ONTARIO, CANADA**

### **THE GENERAL MANAGER/CHIEF OPERATING OFFICER OPPORTUNITY AT THE TORONTO LAWN TENNIS CLUB**

The Toronto Lawn Tennis Club (“The Lawn”) is one of the premier tennis clubs in Canada, boasting almost 150 years of history. The Lawn is home to high-caliber tennis and athletics, unrivaled private club dining, and activities for the whole family. At The Lawn, we strive to lead with our values and are committed to creating a diverse environment where our employees are proud to belong.

The Toronto Lawn Tennis Club is seeking a proactive and strategic GM/COO to join its leadership team within an exceptional governance model. This role requires strong leadership, staff mentorship, business acumen, financial management, creativity, exceptional relationship-building skills, and a genuine passion for the club environment. The Club is working towards a rebuild of the Clubhouse in 2026. A successful candidate should be collaborative and ensure a positive club experience while having familiarity with strategic planning and change management.

#### Club Mission Statement:

The Toronto Lawn Tennis Club continues a tradition established in 1876 as one of the premier, private tennis Clubs in Canada for adults and their families. While first and foremost a tennis Club, it offers squash, swimming, fitness, dining, and an evolving range of complementary recreation and social activities to suit the needs of its membership.

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

#### **ABOUT THE TORONTO LAWN TENNIS CLUB**

For nearly 150 years, the Toronto Lawn Tennis Club, nestled in the heart of Rosedale in midtown Toronto, has been one of Canada's premier tennis clubs, playing a pivotal role in the history and evolution of tennis in the country.

Established in 1876, the club boasts a prestigious reputation and a warm community atmosphere. Members enjoy year-round play on:

- 14 outdoor Har-Tru courts
- 4 indoor Plexi-Cushion courts and
- two air structures covering 8 of the clay courts.

Squash also thrives at the club, with international courts and tournaments adding to the club's dynamic environment of 4 indoor Plexi-Cushion Prestige hard courts comprising:

- one doubles squash court and
- three international squash courts

Today, the club features a Pro Shop, an outdoor pool, fine indoor and outdoor dining, a licensed bar, a café, and banquet facilities. Additionally, members benefit from a Group Exercise Studio, a Fitness Facility with modern equipment, and a Sports Injury & Wellness Centre. A dedicated area for children's daycare and a junior lounge further enhances the club's family-friendly appeal.

Over the years, the club has hosted numerous National events and International Championships including the Canadian Open, with tennis greats such as Newcombe, Borg, Navratilova, Roche, Laver, Ashe, Connors, Evert, and others showcasing their skills on its courts. The Toronto Lawn Tennis Club provides top-tier tennis programs and facilities for both serious and recreational players, continually expanding its range of sports and social programs to meet the evolving needs of its members.

The club is a location for activity and relaxation, providing a home away from home for members and their families. Membership at "The Lawn" is a family affair, with generations of Torontonians making it a cherished tradition. With first-rate amenities, a warm and welcoming environment, and a convenient yet secluded central location, the Toronto Lawn Tennis Club is a place members are proud to share with relatives and friends.

### **THE TORONTO LAWN TENNIS CLUB BY THE NUMBERS**

- There are approximately: 3088 members
- Initiation Fee: \$30,324
- Annual Dues and Assessments: \$9.3M
- Approximate Gross Revenue: \$14.2 M
- Approximate Food and beverage revenue: \$3M, 88% ala carte, 12% banquet
- Average age of members: 41
- The Club is "Not for profit"
- The club uses Jonas for POS and accounting
- Board Members: 12, each serving three-year terms

**THE TORONTO LAWN TENNIS CLUB WEB SITE:** [www.torontolawn.com](http://www.torontolawn.com)

### **GENERAL MANAGER/CHIEF OPERATING OFFICER - POSITION OVERVIEW**

The Board is seeking a GM/COO who works closely with the Board of Directors and committees. The GM/COO is seen as the "face" of The Toronto Lawn Tennis Club and plays a primary role in ensuring that TLTC consistently delivers exceptional personalized service. The GM/COO will strive to enhance and elevate the overall membership and staff experience.

A key factor in success is prioritizing members and acknowledging that a solid foundation of staff support, mentorship, clear direction, and a commitment to follow through, while being actively engaged, is crucial. Attention to financial details, maintenance, standard operating procedures (SOPs), overall member experience, staff culture, and other key areas of success is vital. Excellent communication skills, particularly the ability to listen attentively and respond respectfully, are essential for success at The Toronto Lawn Tennis Club.

#### **Direct Reports include:**

Assistant General Manager, F&B Director, Tennis Director, Director of Membership Engagement, Director of Finance, and Membership Director.

### **INITIAL PRIORITIES OF THE NEW GENERAL MANAGER/CHIEF OPERATING OFFICER**

- Get to know the Senior Staff, evaluating their abilities and aspirations, ensuring they and their respective teams have clear expectations and accountabilities in place.
- Understand, embrace, and execute the Board's vision and strategy. Work in partnership with the Board, keeping them actively abreast of results, with transparency.
- Review capital projects currently in the planning process to understand their impact on staff and operations.
- Meet and interact with as many members as possible, engaging them to build trust whenever and wherever possible.
- Bring all the Club's departments together with a clear focus on "The Toronto Lawn Tennis Club Team" and the Club's goals and mission.

- Develop a report to provide the Board with a thoughtful “State of the Club” analysis following ninety (90) days of overview and insight. This document will be part of the ‘roadmap’ to success, staff, plan, budget, and other tactics and strategies for short and longer-term goals.

#### **KEY ATTRIBUTES**

- Being a visible, positive, energized, trustworthy, and aspirational leader who understands the dynamics of a multigenerational club.
- Able to re-unite the membership.
- Superior communication skills, exuding energy and creativity.
- Adherence to best governance principles and practices. Strong ethical leadership and inclusive team development experience.
- A confident, diplomatic, and competent professional who is a doer and take-charge person and who recognizes the importance of accountability. A problem solver who commands respect through professional interactions and integrity.
- Possessive of a strong record of selecting and developing talent in club senior leadership roles, and helping those departmental leaders continuously develop themselves and their respective staff in a desire to create a culture of continuous improvement.
- Conversant, respectful, and diplomatic, but able to say “no” when appropriate without alienating members or staff while doing so.
- Possess a deep knowledge of club operations, with especially strong F & B and banquet skills as well as strong financial and technology acumen.
- A record of success in a similar quality club or hospitality venue that has a verifiable history of strong member or guest satisfaction and support with a passion for maintaining the highest levels of service.
- Possessive of strong organizational skills and an attention to details necessary to achieve high levels of quality, satisfaction, and outstanding member experiences.
- Effective financial management skills through oversight of annual operating and capital budgets.
- Uses plans and metrics to set goals, measure, and report on performance, and make corrections when needed.
- A charismatic individual with a sense of humor and a demeanor that is commensurate with the culture and expectations of a friendly, fun, and supportive membership and staff.

#### **CANDIDATE QUALIFICATIONS**

- A minimum of 10 years of verifiable, progressive leadership and management experience in similar environments.
- A degree with a focus on hospitality management is desirable, but 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 Canada 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 Mr. Robert Hutchison; Recruitment Task Force Chairman and clearly articulate why you want to be considered for this position at this stage of your career and why The Toronto Lawn Tennis Club and the Toronto 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, July 4, 2024. Candidate selections will occur in mid-July with first Interviews in late July and second interviews a short time later. The new candidate should assume his/her role in late Summer 2024.

**If this sounds like you and you are excited at the thought of becoming a member of the Club's team, please apply now.**

The Lawn celebrates people regardless of their race, color, religion, gender, gender identity or expression, sexual orientation, origin, disability, or age. TLTC is committed to an inclusive workplace, believes in diversity and encourages all qualified individuals to apply.

The Lawn is dedicated to building a diverse, inclusive, and authentic workplace, so if you're excited about this role but your past experience doesn't align perfectly with every qualification in the job description, you are encouraged to apply anyway. You may be just the right candidate for this or other roles.

**The Lawn is a proud member of the ODEN (Ontario Employment Disability Network).**

Disclaimer: The preceding job description has been designed to indicate the general nature of the work performed by employees within this job. It does not contain nor be interpreted as a comprehensive inventory of all duties, responsibilities, and qualifications required of employees assigned to this job.

**Please let us know if you require any accommodations to be considered for this position.**

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

"Last Name, First Name - Resume" &

"Last Name, First Name - Cover Letter -TLTC"

(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: at [katy@kkandw.com](mailto:katy@kkandw.com)

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