



Chief Operating Officer Search

Position: Chief Operating Officer	Salary range: \$115,000 to \$125,000
Reports to: Board of Directors	How to apply: www.freshgolf.ca/wsrc
Start Date: June 15, 2024	Close Date: May 11

The Winnipeg Squash Racquet Club (WSRC), a member owned private club, was established in 1909 by a committee of business and community leaders. With a thriving junior program and excellent training program, the Club has produced several national squash champions and two world squash champions. The Club has enjoyed a rich century-long tradition of collegial excellence and continues to be the premiere squash experience in Manitoba, as well as one of the country's foremost squash establishments.

The Club seeks an outgoing and visible leader who is passionate for delivering a first-class membership experience through outstanding food and beverage quality, club events and membership services. One who creates memorable experiences to the members, guests, and the team.

The club desires a strong communicator with an understanding of private club culture, industry knowledge, such as club trends, best practices, knowledge of club software systems (i.e., Jonas Club Software), marketing, and club accounting. The Club supports the professional development of their COO; therefore, the successful candidate will possess a thirst for industry knowledge. The COO will manage all aspects of Club Operations while collaborating with the Club President, Board of Directors, and management team.

More About Winnipeg and the Club

In 2023 The Globe and Mail ranked Winnipeg 3rd of the top 100 most livable cities in Canada. The data was based on economy, safety, cost of housing, climate conditions and healthcare.

The "Peg", Manitoba's capital, with a population of 849,000, holds its own against Canada's larger cities as a thriving center for arts, music, and culture. It is home of the famed Royal Winnipeg Ballet, Winnipeg Jets, the Winnipeg Symphony Orchestra, Winnipeg Art Gallery, Winnipeg Folk Festival, Human Rights Museum, and world-class food and beverage scene.

The Club is located in the heart of city, minutes from downtown, and a short drive from anywhere in the city. Founded over 100 years ago, it has a great history of club members volunteering to make WSRC what it is today. WSRC continues to be the authoritative center of Winnipeg squash and racquet sports. We continue to invest heavily in the future of the squash community through various scholarships and children's programs.



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Key Responsibilities

Member Experience

- Lead the management team in implementing the clubs Mission, Vision, and Core Values with a deep appreciation of the club's culture
- Grow strong relationships with the Board of Directors and Membership ensuring trust and confidence in the operation
- Collaborate with the Board and management team on food and beverage, racquet and fitness opportunities to enhance the overall club experience
- Visible and engaging with members and guests of all ages
- Address member concerns with an educated and professional consistency
- Create a thorough new Director and member on boarding process

Human Resource Management

- Lead management in creating a vibrant and engaging workplace culture
- Develop an industry leading on-boarding process for staff. Create and maintain a detailed Standard Operating Procedure manual.
- Timely, pro-active communication with the Board, management, members, and industry partners
- Continue education in pursuit of the Certified Club Manager certification and encourage management team in their pursuit of higher education

Finances

- Experience with Jonas Software is considered an asset
- Ensure timely presentation of monthly financial statements and annual audit reports
- Ensure timely presentation of annual operational and capital budgets
- Pro-actively respond to the financial position and offer creative opportunities for financial success

Retail

- Provide leadership and guidance resulting in memorable retail experiences
- Ensure strong inventory control measures are in place
- Understand the needs of the members and guests while managing innovative retail concepts
- Continue to increase retail revenues while maintaining strong profit margins

Event Management

- Expand the banquet and meeting offering
- Collaborate with management and the club leaders to deliver memorable event experiences
- Assess food and beverage costs to identify efficiencies



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Candidate Profile

The ideal candidate will possess strong interpersonal skills, be a proven collaborator, and relationship builder, and will be action and results oriented.

- An innovative and strategic thinker with strong business acumen and passion for continuous improvement and revenue generation.
- Able to display sound judgement and make complex decisions
- A dynamic leader and motivator that prides themselves on the accomplishments of their team and have the willingness to provide ongoing constructive feedback.
- Demonstrates exceptional verbal, written and interpersonal communications skills.

Desired Qualifications

- A post-secondary education in business or hospitality.
- 5+ Years of leadership in the private club or Hospitality Industry

Additional Information

In addition to a competitive compensation package, Winnipeg Squash Racquet Club offers an excellent working environment, professional development support, and a comprehensive health and dental program. Wage is \$115,000 to \$125,000 plus bonus (negotiable based on qualifications).

To Apply

Winnipeg Squash Racquet Club has retained [Fresh Golf Solutions](#) to assist in the search for a new Chief Operating Officer.

A dedicated webpage has been created including a process to apply directly online www.freshgolf.ca/wsrc . If you have any further questions, please reach out directly to Lead Recruiter **Charles Lorimer** of Fresh Golf Solutions at charles@freshgolf.ca

Applications close on **May 11th, 2024**. The search for the new COO will start immediately. You are advised to submit your application and/or reach out to Charles Lorimer as soon as possible.