



EXECUTIVE SEARCH

EXECUTIVE SEARCH SERVICES FOR THE PRIVATE CLUB AND HOSPITALITY INDUSTRY

Candidate Profile

General Manager
Pueblo Del Sol Country Club
Sierra Vista, Arizona
www.pdsclub.com



Organization

Pueblo Del Sol is a gated home community operating a semi-private golf and country club in Sierra Vista, Arizona. Sierra Vista is nestled near the foothills of the Huachuca Mountains. The Club opened in 1973 and is owned and operated by Castle & Cooke Arizona, Inc. The General Manager reports to the Senior Vice President of Castle & Cooke Arizona Inc.

The property features a Clubhouse Grille Room, Pro Shop, Event and Catering facilities, and an 18-hole golf course.

Position Overview

The General Manager serves as Chief Operating Officer of the Club while overseeing all aspects of the Club including members, guests, employees, and serve as liaison to the community, local governmental agencies, and businesses. The General Manager will guide the Club under the direction of the Senior Vice President, Castle & Cooke Arizona, Inc. The General Manager will act as the leader, mentor, and liaison between the department heads and committees. He or she will be responsible and held accountable for the Club operations including golf, clubhouse, food and beverage, member services and business functions. The General Manager will oversee the creation of the operating and capital budgets and adherence to both. The General Manager will create an environment that ensures maximum member, guest, and employee satisfaction.

Requirements

The ideal candidate will have a minimum of five years' experience in the club or hospitality environment as a General Manager, Assistant General Manager or Clubhouse Manager. The individual should possess a strong financial and budgeting background and excellent leadership skills. The candidate will have a working knowledge of all aspects of private club management with an emphasis on food and beverage, marketing, financial management, strategic planning, and staff mentoring.

Responsibilities

- Coordinates the development of the Club's long-range and annual business plan and monitors progress monthly.
- Coordinates development of operating, cash, and capital budgets according to the applicable budget calendars; monitors monthly budget and other financial statements; takes effective corrective action as required; approves vouchers before payment; prepares and makes financial reports to Castle & Cooke.
- Manages cash flow, establishes controls to safeguard funds and provides cash flow forecasts.

- Performs competitive analyses on clubs and other businesses providing member alternatives through personal observations and historical reports.
- Implements general policies established by Castle & Cooke; directs their administration and execution.
- Works with department heads to plan, develop and approve specific operational policies, programs, procedures, methods, rules, and regulations in concert with general policies.
- Establishes a basic personnel policy; initiates and monitors policies relating to personnel actions and training and professional development programs.
- Provides advice and recommendations to Castle & Cooke regarding construction, alterations, maintenance, materials, supplies, equipment, and services not provided in approved plans or budgets.
- Consistently assures that the Club operates in accordance with all applicable local, state, and federal laws and regulations.
- Oversees the care and maintenance of all the Club's physical assets and facilities and manages the use of the Club's equipment, space, and materials.
- Properly manages all aspects of the Club's activities to ensure the highest standards for food, beverage, sports and recreation, entertainment, and other Club services.
- Establishes and monitors compliance with purchasing policies and procedures; reviews and approves purchasing procedures and requirements.
- Prepares reports and other support material for Castle & Cooke use.
- Directs purchasing, receiving, storage, and inventory control of all products, supplies and equipment.
- Coordinates as necessary arrangements for public functions and social gatherings including seating according to protocol and special courtesies extended to members and guests.
- Ensures proper cleanliness and sanitation of all Club facilities and environments.
- Handles emergencies such as fires, accidents, and breaches of security or house rules promptly and in person. Emphasizes prevention through training, inspection, and preventive enforcement. Ensures that Castle & Cooke is briefed in detail.
- Gives direction to and works closely with vendors, outside contractors, firms, and individuals providing services to the Club.
- Provides for the security of the Club, its environs, and members' belongings.
- Welcomes new members. "Meets and greets" all members as practical during their visits to the Club.
- Develops on-going dialogue and rapport with members through recognition, communication, and follow-through.
- Coordinates the marketing and member-relations programs to promote the Club's services and facilities to present and potential members.
- Reviews and initiates programs to provide members with a variety of popular events.
- Participates in selected community activities to enhance the prestige of the club; broadens the scope of the Club's operation by fulfilling the public obligations of the Club as a participating member of the community.
- Coordinates inter- and intra-committee activities.
- Directs the writing and publishing of the club newsletter and plans for intra-club public relations.
- Assists in the sale and transfer of memberships.
- Works with subordinate department heads to schedule, supervise, and direct the work of all club employees; confers with them about personnel-related matters including scheduling, background, compensation, job changes, and performance evaluation.
- Drives revenue opportunities in daily restaurant dining and promotion of catering events.
- Serves as liaison between all management staff and Castle & Cooke.
- Develops, maintains, and disseminates a basic management philosophy to guide all Club personnel toward optimal operating results, employee morale and member satisfaction.
- Establishes and approves workloads, work methods, and performance standards.
- Attends conferences, workshops, and meetings to keep abreast of current information and developments in the field to enhance quality of services to the members.
- Coordinates and serves as ex-officio member of appropriate club committees.
- Participates in selected community activities to enhance the prestige of the Club; broadens the scope of the Club's operation by fulfilling the public obligations of the Club as a participating member of the community.
- Maintains relations with police, fire, liquor control board, health department, and other governmental agencies.
- Maintains relations with local, state, and national associations that further the cause of golf and clubs.
- Develops and maintains relationships within community, with members and staff, with vendors and Castle & Cooke administration.

- Always conducts himself or herself in a responsible and professional manner while at or away from the Club and encourages other staff members to do the same to reflect the proper image of the Club throughout the community.
- Other duties as required or assigned.

Reports

- Reports to: Senior Vice President, Castle & Cooke
- Direct reports include: Food and Beverage Director, Membership Director, Head Golf Professional, Golf Course Superintendent, Accountant, Marketing Manager

Job Specific Competencies

- Bachelor's degree in Business, Hospitality Management, or a related discipline is preferred.
- CMAA membership and working towards certification.
- Minimum of five years' of experience operating at a senior level in a private yacht, golf, social, athletic club or other similar organization.
- Demonstrated progressive professional advancement.
- Food & Beverage management experience.
- A career path marked with stability and professional achievement.
- A person of exceptional character; motivated, energetic, friendly, and dedicated to the profession.
- The successful candidate will be a lifelong learner continually researching and understanding industry trends.
- Excellent verbal and written communication skills.

Competitive Compensation & Benefits

- Salary range \$90,000 - \$100,000, dependent on experience and qualifications
- Potential bonus of up to 10%
- Medical, Dental, and Vision Insurance available for employee and dependents per employee rate schedule
- Basic Life Insurance
- Paid holidays (7)
- PTO based on tenure
- 401(k) with employer contribution

Professionals who meet or exceed the established criteria are encouraged to send a compelling cover letter addressed to:

GSI Executive Search

Terry Anglin, CCM, CCE, ECM
terry@gsiexecutivesearch.com
901-550-9338

This position is available immediately.