

Candidate Profile

General Manager
Wing & Barrel Ranch
Sonoma, CA
www.wingandbarrelranch.com



Organization

Located in the heart of the Sonoma and Napa Valley wine country, Wing & Barrel Ranch is the newest, most prestigious, and exclusive club on the West Coast. With views of the Mayacamas and Sonoma Mountain ranges, the club is a sanctuary surrounded by luxurious amenities designed to engage and delight the entire family. A place where members can escape to the country and enjoy longstanding hunting traditions. The mission of Wing & Barrel Ranch is to preserve the traditions of the sporting way of life and ensure the opportunity for current and future generations to enjoy the outdoors and this land.

Set amidst the beauty of California's wine country, the clubhouse is inspired by age-old hunting traditions, expressed in fine wine and exquisite food. Seasonal bird hunting, year-round sporting clays, Vintner Member gatherings, fine dining, customized shooting instruction, travel programs, and dog training and boarding are among the benefits enjoyed by members. Designed with a hunter's sensibilities and a connoisseur's palate, the club caters to discerning sportsmen and women, along with their families.

The Clubhouse at Wing & Barrel Ranch is a respite for all members and their guests. A study in contrasts between luxurious amenities while paying homage to hunting, the Clubhouse is the heart of the property. With soaring ceilings and a commanding view of the mountains surrounding Napa and Sonoma wine country, members can relax and enjoy The Trap Bar, the elegant dining room, a premier retail shop, private meeting rooms, locker facilities, an expansive outdoor deck, and more.

The culinary team, with Chef Charlie Palmer as Culinary Advisor, serves seasonal wine country cuisine inspired by and infused with locally sourced ingredients. Our team utilizes local meats, wild game, and fish along with exceptional ingredients to create the basis for seasonal culinary experiences.

This rich, storied countryside is less than an hour from San Francisco's Golden Gate Bridge.

The Wing & Barrel Ranch Mission:

Wing & Barrel Ranch aims to be a steward of the land by honoring Sonoma Valley's country roots. The Club was founded with a deep appreciation of the rugged landscape, hay fields, and surrounding vine-covered hillsides, which represent the history of the land.

Position Overview

The General Manager is responsible for the Ownership of the Club, performing all duties necessary in the proper management and control of the property and business affairs of Wing & Barrel Ranch. The General Manager is responsible for managing all operations of Wing & Barrel Ranch consistent with the direction and policies established by the Owners as well as by the rules, policies, and standards of the Club, which the General Manager

is expected to develop in conjunction with the Owners and management team.

The General Manager will create standards and monitor the quality of the club's staff, products, and services to ensure maximum member and guest satisfaction and will endeavor to ensure an atmosphere of gracious hospitality, friendliness, and goodwill.

The General Manager leads and develops a team of direct reports including the Executive Chef, Front of the House Manager, Operations Manager, Sporting Operations Manager, Retail Manager, Director of Membership Sales & Communications, Director of Member Events & Services, and has a dotted-line management relationship to the Financial Controller.

Duties and Responsibilities

Member Services

As custodian of the club's culture, provide quality leadership and a positive image for the club and its facilities and amenities to the membership, staff, and community.

Membership Sales

Works in conjunction with the CEO and Director of Memberships on the development and implementation of the club's membership sales plan including programs and events for membership marketing. Develops department budget, including sales goals, program expenses, and timetable.

Employee Relations

Act as a leader and role model for all employees by demonstrating professional behavior and work ethic. Ultimately responsible for all day-to-day employee matters and shaping the organizational architecture of the staffing model.

Financial Management

Collaborate with the Financial Controller in annual operating and capital budgets and forecasts. Manage, control, and report on all operations and projects to attain the desired results.

Club Management

Responsible for the care and maintenance of the physical plant and facilities, ensuring that an ongoing preventive maintenance program is in effect and that a safe environment is provided for employees and members.

Communications

Maintain ongoing dialogue and rapport with members year-round through engagement, communication, and timely promotions of club activities.

Capital Project Management

Provide supervision and administrative support and act as a focal point for all capital projects, including construction and renovation.

Requirements

- A track record of a successful team and private club leadership. Able to quickly identify skill and experience gaps and build capabilities.
- An excellent leader, delegator, and motivator with enthusiasm and the ability to work effectively at all levels of the organization.
- Open, positive, consistent, and accessible style.
- Able to act decisively yet diplomatically.
- A nurturing approach and humanistic management style while consistently holding staff accountable at the highest level.
- A hands-on hospitality leader with a strong set of professional credentials in broad hospitality areas and a

sharp eye for detail in the overall management of the operation, especially in managing the member experience.

- Strong knowledge of and passion for food, wine, and service with a successful track record in shaping excellent dining offerings that will connect with a well-traveled and sophisticated membership. Has had close oversight responsibility for club food service and wine operations in a luxury setting.
- Presents a consummately professional image to the staff, the membership, and the community. Understands how to engage with membership while having a genuine interest in building member relationships in a close-knit membership environment.
- Capable of a high degree of initiative and resourcefulness in directing the activities of a private club. Be a “start-up” person.
- Solid financial management, organizational and administrative skills with strengths in budgeting, controls and forecasting, management reporting, and planning areas.
- Inherently a trainer and coach to all levels of staff with the ability to successfully assess talent when hiring, as well as effectively retain productive and dedicated staff members.
- A strong understanding of a club’s maintenance requirements both short and long-term.
- Is comfortably knowledgeable about hunting and shooting operations with the ability to work cooperatively with each department’s professional; can provide oversight and support specifically with the HR, communication, and budgetary elements of these departments.
- Well-organized with a strong ability to set priorities and delegate effectively with appropriate follow-up and oversight. Proactive with the ability to anticipate and resolve potential issues.
- Able to foster a member-focused service culture that is consistent and energetic across all departments of the club.
- Committed, with a high and visible work ethic. Brings a sense of urgency and is accessible to members and their guests.
- Excellent written and verbal communication skills. Someone who defaults to more communication than less.
- Ability to “manage up” effectively to Ownership and other stakeholders; knows what is necessary and appropriate to communicate and what is “below the line.”

Other Personal Characteristics:

- A love for the Wine Country lifestyle and appreciation for the Wing & Barrel Ranch culture. A desire to live year-round in Sonoma.
- An active participant who is passionate and knowledgeable about the traditions and culture of the club’s sporting and hunting lifestyle.
- Respectful of tradition but forward-looking and creative.
- A mature, executive presence but unpretentious with high personal, professional, and ethical standards.
- Proficiency with Club Essentials, Microsoft Office (Word, Excel, PowerPoint, and Outlook).

Education and Experience

- A college graduate with a bachelor’s degree in Business Administration, Hospitality Management, or equivalent is required.
- Professional certifications (CHA, CCM, CCE) or similar professional development achievements are highly desired.
- Has been an established General Manager with a career track record managing highly regarded private hunting clubs and/or sporting clubs with exceptional culinary experiences.
- Experience in a broad range of hunting and sporting activities is highly desired; both active involvement and operations management.
- Experience and success in selling membership and overseeing membership development for clubs similar in scale, culture, and offerings as Wing & Barrel Ranch.
- Experience leading a club and its related activities with a very sophisticated membership.
- A record of success in the selection, development, training, and motivation of an accomplished, service-oriented staff in a high-end, member-focused environment.
- Experience in implementing a comprehensive Human Resources (HR) system that includes performance

- management/appraisals as well as other HR best practices in a club environment.
- A professional career “track record” of achievement and relative employment stability.

Competitive Compensation & Benefits

- Excellent base salary
- Generous performance bonus
- Medical insurance for employee and family per employee handbook
- Matching 401(k) Program
- CMAA dues and educational expenses at an agreed-upon level.

Professionals who meet or exceed the established criteria are encouraged to contact:

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