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GENERAL MANAGER/ CHIEF OPERATING OFFICER PROFILE:

DEL PASO COUNTRY CLUB

SACRAMENTO, CA

THE GM/COO OPPORTUNITY AT DEL PASO COUNTRY CLUB

Del Paso Country Club in Sacramento is searching for a talented General Manager/Chief Operating Officer (GM/COO) with excellent organizational leadership skills to oversee all aspects of Club operations. The ideal candidate will have a proven track record of success in club management, understanding the ins and outs of every aspect of the club experience. This person will be a highly-motivated leader and will have extensive experience in membership engagement across all generations with the ability to understand the current and future trends in the industry while creating a balance of tradition with the changing member demographics. This person will be adept in leading the dedicated management team and being a true strategic “thought partner” collaborating with the Board to develop a strategy for long term success.

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

ABOUT DEL PASO COUNTRY CLUB AND COMMUNITY

Established in 1916, Del Paso Country Club is a private, member-owned Country Club that has hosted five USGA Championships in its history. Its championship park style design provides an enjoyable and challenging golf experience for all skill levels. The Club's pristine rye grass fairways, beautifully manicured bunkers and nationally renowned putting surfaces provide a unique experience for each round. Members can refine their game at the finest practice facilities in the region.

Del Paso also offers a full range of yearlong recreation and social activities for its members and their families. Dining options include the family friendly Poolside Café, Clubhouse Patio and the Grill. The club hosts wine dinners and private events for all occasions. The Del Paso membership also enjoy state-of-the-art amenities including a pool center and a fully equipped fitness center with group exercise, personal training and massage therapy.

DEL PASO COUNTRY CLUB BY THE NUMBERS

- 809 Members in all categories
- 45,000 rounds of golf annually
- \$9.8M Gross Revenue
- \$5.3M Dues Volume
- 80 Full time employees, 65 Seasonal employees
- \$2.6M Food and Beverage Volume; 75% ala carte dining / 25% events
- The average age of members is 59
- The Club uses Club Essential system for POS and accounting operations

DEL PASO COUNTRY CLUB WEB SITE: www.delpasocc.org

GENERAL MANAGER/ COO- POSITION OVERVIEW

The General Manager/COO manages all aspects of Club operations including its activities and the relationships between the Club and its Board of Directors, committees, members, guests, employees, community, government, and industry.

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The GM/COO acts according to the highest standards of personal and business ethics in Coordinating and administering the Club's policies as defined by its Board of Directors, developing operating policies and procedures, directing the work of all department managers, and securing and protecting all Club assets including facilities and equipment. The GM/COO implements and monitors the budget, ensures the quality of the Club's services, and leads his/her team in providing maximum member and guest satisfaction.

The GM/COO will attract, develop, lead, appropriately supervise and motivate a top-quality staff. He/she is responsible for the proper interpretation and fulfillment of Club policies and procedures.

Direct Reports

- Golf Professional
- Controller
- Clubhouse Manager
- Fitness Director
- F&B Director
- Golf Course Superintendent
- Maintenance Engineer
- Membership Director

CANDIDATE QUALIFICATIONS

A minimum of 5-7 years of progressive leadership/management experience in an active family oriented, private member-owned club environment is required. The club will consider both current GM/COOs, as well as those "rising stars" with the necessary potential, but who are currently in exceptional club environments as an Assistant General Manager, Club Manager, or having similar responsibilities.

Candidates must have a career track that demonstrates a record of tenure and commitment to previous employers, and that career moves were for enhancement of skills and experiences as opposed to 'unplanned' career changes. The Club desires candidates that appreciate stability and long-term commitment.

The desire is for strong general management skills with verifiable strengths in team development and the ability to consistently define and achieve goals and accountabilities for key managers and employees. Desired strengths in strategic planning, financial performance, membership recruitment and retention, diverse recreational amenity management (golf, fitness, aquatics, family activities are especially desirable), quality food and beverage programming, exceptional member/guest service programming, project management, and experience with capital projects is very important.

The ideal candidate will be a dedicated team leader with a strong understanding of fostering a great "club culture" and will provide leadership and guidance to the department heads and employees. The new GM/COO must be able to demonstrate leadership skills in employee motivation, mentoring and service training.

Additional Qualifications:

- The Ideal candidate will be a proven leader and manager where he/she has managed a staff including a range of multi-functional departments, i.e., golf operations, food and beverage, course maintenance, and swimming facilities. He/she must have demonstrated superior communication, direction-setting, personnel management, and development skills to ensure smooth day-to-day operations and outstanding member-service.
- Strategic planning skills and experience is desired.
- The GM/COO will be deeply knowledgeable of the development, tracking and meeting of capital and operating budgets in revenue enterprises with similar degrees of complexity in terms of budget scope, detail, and accuracy. He/she will have demonstrated success in managing finances of the overall operations to remain within budget, while also ensuring overall levels of satisfaction in terms of service.

- Dignity, confidence, soundness of judgement, excellent communication and listening skills are important attributes in gaining trust with the Board, Committees, members, and staff.
- Experience in traditional, distinguished, well established club cultures will be viewed positively.
- Driven by a sense of service leading to a high level of member satisfaction.
- Pleasant, professional, and personable demeanor exhibiting an outgoing, genuine, and friendly personality that relates well with others. Possess a degree of humility enabling him/her to keep the interests of the club and its members first.
- Unquestioned integrity and trustworthiness in all personal and professional aspects of conduct.
- An organizationally focused individual who recognizes that details and consistency of delivery at a high-level result in high member and associate satisfaction, high levels of quality and an overall outstanding member experience. Keen understanding of quality in all aspects of the club and club operations (F & B, and recreational amenities, maintenance, programming, etc.), as well as demonstrable success in leading clubs to continued relevancy and successfully managing evolving membership demographics.
- Strategic planning skills and experience overseeing capital projects is highly desired.
- Displays poise and communication skills (active listening and presenting)
- A demonstrable record of personal success, unimpeachable reputation, a hunger for “being the best,” recognizable and naturally articulate, because of experience and success, in communicating how and why results were achieved.
- The successful candidate will be active and well respected in his or her local and national CMAA organization.

EDUCATIONAL AND CERTIFICATION QUALIFICATIONS

A Degree is highly desirable, preferably in Hospitality Management or Business. In lieu of the degree, substantial private club or hospitality experience will be considered.

Credentials from the hospitality industry, recognizing on-going involvement and commitment to lifelong personal and professional development are desired.

CLUB COVID REQUIREMENTS

This club does not require staff to be fully vaccinated as a provision of employment.

SALARY AND BENEFITS

Salary is open and commensurate with qualifications and experience. The club, along with the typical CMAA benefits, offers an excellent bonus and benefit package.

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 in your LinkedIn Profile.

Prepare a thoughtful cover letter addressed to Del Paso Country Club search committee/Mr. Dave Higgins, Jr. – President and clearly articulate your alignment with this role and why you want to be considered for this position at this stage of your career and why DPCC and the Sacramento 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 Monday, July 18, 2022. Candidate selections will occur late July with first interviews expected in early August and second interviews a short time later. The new candidate should assume his/her role in early September.

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

“Last Name, First Name Resume” &

“Last Name, First Name Cover Letter Del Paso Country Club”

www.kkandw.com

(These documents should be in Word or PDF format)

Note: Once you complete the application process for this search, you are not able to go back in and add additional documents.

[Click here](#) to upload your resume and cover letter.

If you have any questions, please email Katy Eliades: katy@kkandw.com

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