

CANDIDATE PROFILE

General Manager

Kūki'o Golf and Beach Club
Kailua-Kona, Hawaii

www.kukio.com



The Organization

Kūki'o Golf and Beach Club is a private, residential equity club located on the Kona-Kohala Coast on the Big Island of Hawai'i. Club membership is exclusive only to residents of Kūki'o, Manini'ōwali, and our sister property, Ka'ūpūlehu.

In addition to some of the finest luxury real estate in the State of Hawai'i, The Kūki'o Golf and Beach Club includes a full-service beach club, spa and fitness facility, dining pavilion, beach bar, 10-hole Tom Fazio-designed Short Course, and Outdoor Pursuits Ocean Sports Program. Up mauka (mountain), nestled into the slopes of Hualālai Mountain, sits the Kūki'o 18-Hole Tom Fazio-designed Championship Golf Course. The Kūki'o Golf Clubhouse includes an open-air bar, dining pavilion, full men's and women's locker rooms, and a golf shop. The Sports Complex, located in the Manini'ōwali neighborhood, is a dedicated gathering place for families to enjoy recreation, fitness, and casual poolside dining. It features a pool with two story water slides, a kids' play area, four tennis courts—two of which are synthetic clay—three pickleball courts, a half basketball court, a fitness facility, and a versatile sports lawn. With amenities designed to accommodate all ages, the Sports Complex offers a welcoming environment for relaxation, play, and connection.

MISSION STATEMENT

To develop a private club community whose residents are afforded the prospect of enjoying a uniquely distinctive quality of life that encourages participation in and support of the well-being of the community now and for generations to come.

To create a place of employment dedicated to the achievement of the highest standards of ho okipa and to the embodiment of the true spirit of aloha in each person who works at the Club.

To foster the principle of ola lokahi by ensuring proper stewardship of the land and its human and natural resources, and supporting sustainable development of the greater community.

To earn a reputation as a superior, family-oriented Club, proud of its history, reverent of its legacy, committed to excellence for the benefit of its members, and dedicated to the fostering of traditions.

Position Overview

The General Manager of Kūki'o Golf and Beach Club is a visible leader who has overall responsibility for the management of all operations of the Club. The position reports to the Board of Directors through its President and is responsible for carrying out the Club's policies, adhering to the protocols of the Club's governance documents, and modeling behaviors of the Club's mission and core values. The General Manager develops, maintains, and promotes a management philosophy that culminates in member satisfaction and employee engagement, while consistently achieving the goals of the annual/and long-term financial and strategic plans.

Responsibilities

- Act as the clear leader in ensuring that Kūki'o's reputation as a premier private residential club is maintained through consistent focus on priorities, goals, and objectives.
- Continually keep the Club fresh, current, and innovative through programming, service, while honoring Club traditions.
- Establish a partnership with the preferred on-property real estate sales team and ensure that the Club and its culture is promoted and all aspects of the Club are showcased during the sales process.
- Serve as a liaison between management staff, Board of Directors, and the Homeowners Association.
- Establish rapport and trust with staff at every level of the organization.
- Promote a learning environment for the leadership team and line staff members.
- Establish annual operating and capital budgets with the Board of Directors and Kūki'o leadership team to guide the departments' financial performance.
- Ensure implementation and execution of the Club's annual plan, annual operating, and capital budgets.
- Monitor and establish accountability for the operating performance of all departments.
- Oversee the care and maintenance of all the Club's physical assets and facilities.
- Ensure that the Club is operated in accordance with all applicable local, state, and federal laws.
- Welcome new members with an aloha spirit; "meets and greets" all Club members as practically as possible during their visits to the Club.
- Participate in outside activities as appropriate to fulfill public obligations of the Club.

Requirements

- Project management skills with experience in golf course management, irrigation, large-scale capital improvement projects, and residential real estate.
- Deep understanding of the golf industry, with a passion for delivering exceptional member experiences.

- Demonstrates past experience of working positively with extremely wealthy stakeholders and providing a diplomatic and professional relationship.
- Strong food and beverage background, with track record of managing tenured leaders and providing a quality product while achieving budgeted goals.
- A demonstrated track record of driving growth, profitability, and operational excellence in a leadership role.
- Exceptional communication and interpersonal skills, with the ability to inspire and lead a high-performing team.
- Strategic thinker with the ability to navigate challenges and capitalize on opportunities. Must be able to develop a full Strategic Plan in conjunction with the Strategic Planning Committee and Board.
- The ideal candidate is a team player dedicated to providing an exceptional Member experience.
- He or she should have proven executive leadership experience, preferably as a General Manager, in the private club, hospitality, or luxury service industry.
- Is able to live and promote the “aloha spirit” while mentoring staff to achieve career goals.
- The General Manager will develop and maintain a defined succession plan.

Qualifications

- A minimum of 7-10 years of progressive leadership/top-level general management experience in a high-quality, private member-owned club or hotel, with multi-dimensional operations.
- Past experience of living and working in an Island environment is a high priority, most importantly with an attachment to the Hawaiian Islands.
- A Bachelor of Science degree (or equivalent) from an accredited college or university, preferably in hospitality management.
- A CCM designation or similar accreditation outside of the club industry is desirable.
- Management and leadership skills necessary for success, including mentoring and team development (as demonstrated by a record of previous success in multiple clubs or resorts).
- A demonstrated history of managing large-scale golf and club facility capital improvements.
- A high degree of culinary, golf, and racquet sports operations, agronomy, new remodel and construction, and executive COO ability, especially in problem-solving, creating, and decision making.
- Must have the ability to be a master communicator with excellent oral and written skills.
- Must possess a working proficiency of computer skills and knowledge of all club software, including MS Exchange, Word, Excel, PowerPoint, and POS / Club Software Programs. Kūki'o uses Jonas for the membership database and Pacesetter for their Member App.
- Excellent human relations skills, with a talent for motivating, mentoring, and empowering staff.
- Ability to function under pressure, set priorities, and adjust to changing conditions.
- Has a demonstrated high work ethic, patience, and coach-training leadership style, with a sense of responsibility for the GM/COO leadership position (as defined by the CMAA GM/COO leadership model).
- Applicant must possess a passion for providing high-quality member service and a commitment to exceeding expectations by setting operational standards, benchmarks, and daily inspection of all services.

Competitive Compensation

- A full-time salaried position with a full benefits package
- Performance bonus
- Paid time off
- Health, Dental, and Vision Insurance per the Kūki'o Employee Benefits Package
- Salary will be commensurate with qualifications and experience. Individuals who meet or exceed the established criteria detailed in this position profile and posting are encouraged to send both a cover letter, resume, and portfolio.

To be Considered

The preferred method of contact is email. Please send your cover letter, resume, and portfolio showcasing your work in PDF format, attached via email with the subject line: General Manager, Kūki'o Golf and Beach Club, to the email address below. The cover letter should be addressed to Mr. Neil Hudspith and Ms. Katrina Clifford, Co-Presidents, Kūki'o Golf and Beach Club and clearly state why you want to be considered for this position at this stage of your career and why Kūki'o Golf and Beach Club and the Hawaiian Islands will be beneficial to you, your family, your career, and the club if selected.

All employment offers are pending satisfactory results from a background investigation and appropriate reference verification. Professionals who meet or exceed the criteria are encouraged to contact GSI Executive Search as early as possible but no later than April 30, 2025.



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