

# KOPPLIN KUEBLER & WALLACE

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## **GENERAL MANAGER/CHIEF OPERATING OFFICER PROFILE: MESA VERDE COUNTRY CLUB COSTA MESA, CA**

### **MESA VERDE COUNTRY CLUB PROFILE**

Mesa Verde Country Club (MVCC), located in Costa Mesa, California, is recognized as one of the most prestigious private member-owned country clubs in Southern California. The club is situated on what was formerly farmland. It now features 141 acres of beautiful turf and trees and is home to an 18-hole championship golf course originally designed by course architect William F. Bell. In addition, the facilities include a tennis and pool complex, three dining rooms, banquet and conference rooms, fully amenitized locker rooms, card room, golf shop, tennis shop, and a café located adjacent to the first tee. The club was founded in 1959, and the clubhouse was rebuilt in 2003 and fully renovated in 2018.

MVCC proudly builds on a foundation of tradition and family values to create a relaxed private club atmosphere for members and their guests. The club delivers the type of impeccable service, quality facilities and amenities, and member-focused programming that fosters a welcoming sense of family and community. MVCC serves as a venue to meet new people, entertain friends, and to provide quality family time. Personalized services at the club provide a place where the bartender knows your drink of choice and where the wait staff knows your dining preferences.

Members and guests of MVCC can enjoy an extraordinary golf experience on a golf course that is known locally for its year-round impeccable conditions, pristine greens and a large number of competitive and informal tournaments. The club has a very active men's and women's golf association for both the competitive and casual player. Golf and tennis clinics are provided by the club professionals to encourage members and their families the opportunity to improve their game whether they are a beginner or a more advanced player.

With eight lighted tennis courts and two lighted pickleball courts, members and guests can enjoy early morning, late afternoon, or evening racquet sports. The club also participates in competitive league programs with other local country clubs.

The club offers an array of social activities that enables members to meet and make new friends. In addition to the well-attended holiday events, there are themed parties, weekly casual dinners, and more formal gourmet wine dinners. Not all activities revolve around food, although club members rave about the chef's cuisine.

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

### **MISSION STATEMENT**

MVCC is a premier private club for members and families who desire a full-service country club, anchored on a foundation of exceptional member experiences, quality facilities and a fun, social atmosphere.

### **MESA VERDE COUNTRY CLUB BY THE NUMBERS**

- 664 Members in all categories
- Dues – Full Member: \$16,200 annually for Regular Full Golf Members
- Initiation Fee - \$115,000
- 52,000 rounds of golf annually
- 114 Full-time employees

- Overall operating budget is approximately \$14.3M
- Food and beverage volume is approximately \$3.6M
- The average age of members is 59
- The Club has an annual minimum charge of \$1,400
- There are 9 Board Members, each serving three-year terms, as well as Strategic Planning, Finance, House, Golf, Green, Membership, and Traditions Committees
- The Club uses the Jonas system for POS and accounting operations

**MESA VERDE COUNTRY CLUB WEB SITE:** [www.mesaverdecc.com](http://www.mesaverdecc.com)

**[MESA VERDE COUNTRY CLUB VIDEO ON YOU TUBE CHANNEL](#)**

### **GENERAL MANAGER/CHIEF OPERATING OFFICER (GM/COO) - POSITION OVERVIEW**

The new leader will plan and direct the operations of MVCC. Duties and responsibilities include a collaborative partnership with the Board of Directors formulating policies, managing daily operations, and ensuring that the club is investing capital to create a country club that will be relevant to its members on a forward-looking basis.

The GM/COO functions in a CEO-like fashion, working very closely with the Board of Directors of the Club, and leading a very qualified group of senior staff. The GM/COO is looked upon as the face of MVCC and, in partnership with highly regarded senior staff and key volunteers, is a primary visionary to ensure that MVCC consistently executes at an exceptionally high level of personalized service. The GM/COO will be coming into a role and club that has seen significant positive changes in the last decade, but MVCC will look to the new GM/COO to further enhance and elevate the overall membership and staff experience, and to be an employer of choice within a highly competitive hospitality community.

The GM/COO will be responsible to manage expectations at a high level of dynamic leadership. Reasoning is critically important, but a fair amount of that is accomplished by being present, approachable, accessible, diplomatic, and by having the confidence to interact with all constituencies at the club. Possessing the intellectual firepower to hold your own in an environment populated with highly successful members with great expectations is crucially important and may be achieved by approaching it with just the right amount of sophistication. Paying attention to the overall member experience, staff culture and other key areas of success is critical. Possessing a high level of financial acuity, with the ability to articulate your thoughts, opinions, and recommendations in an appropriate manner is equally important.

### **RESPONSIBILITIES AND TASKS**

- Set the standard for effective management, maintaining a high level of ethics, prudence, creativity, productivity and demonstrate a concern for all employees, the supervisors and development of the staff;
- Partner with the Board of Directors in achieving the club's mission and discuss issues confronting the club with the Board of Directors. Assist the Board of Directors in developing processes for assessing the progress of the club and review any issues of concern with the Board of Directors;
- Interact regularly with members and guests of the club;  
Supervise, administer and be responsible for all departments of the Club. Assume or delegate the duties and responsibilities of the department heads if they are absent or disabled. Communicate with staff regularly to ensure continuity of club operations;
- Prepare both the annual operating and capital budgets for the club and present them to the Board of Directors for review and approval.
- Formulate, administer and enforce rules, regulations and policies as established by the Board of Directors to insure proper club operations;
- Set and maintain high standards for all facilities, services, communications and legal standards;
- Establish and implement departmental policies, goals, objectives, and procedures, conferring with board members, committee chairs, and staff members as necessary;

- Review financial statements, sales and activity reports, and other performance data to measure productivity and goal achievement and to determine areas needing cost reduction and program improvement;
- Determine supervisor staffing requirements, and interview, hire or oversee those human resource processes. The GM/COO has final responsibility for hiring and firing of all supervisors and selected club employees;
- Prepare a monthly variance report concerning the general condition of the club and its finances to the Board of Directors. The Board of Directors shall be kept apprised of the organizational climate, and actual or anticipated problems shall be identified

### **INITIAL PRIORITIES OF THE NEW GM/COO**

- Listen, observe, meet, and interact with the membership and staff before making any significant changes. Having the emotional intelligence to watch, absorb and evaluate before making significant changes must be a natural and intuitive trait. Meet and interact with (and engage) as many members as possible. Build trust whenever and wherever possible;
- Understand, embrace, and execute the Club's vision and strategy with conviction, passion and energy in a manner that clearly conveys a commitment to success. Work in partnership with the Board of Directors, keeping them actively abreast of results. Getting to know each of them personally, as well as all other contributing volunteers to MVCC's success early in the position tenure is a critical success factor;
- Spend time with the team, especially senior staff in all areas of operations, getting to know them, evaluating their abilities and aspirations, ensuring that they and their respective teams have clear expectations and accountabilities;
- Review the staff talent recruitment, retention, and overall development programs to ensure that this critical area continues to have the support and resources necessary to perform at its expected high level. Ensure that a high level of team morale and member/guest appreciation is in place and perpetuated;
- Work with the Board of Directors and various sub committees on master plan projects for the Golf Course and club facilities.

### **CANDIDATE QUALIFICATIONS**

A minimum of 4-7 years of progressive leadership/management experience, preferably in a GM/COO role in a golf centric, private member-owned country club residential community with multi-dimensional operations, or leading hospitality operations outside of the club industry in a similar hospitality operation. True 'rising stars' from the club industry who have been verifiably well-mentored, or those hospitality industry managers who come from top quality environments and who possess outstanding relationship (in addition to transaction/operational) skills will also be considered.

Verifiable success in the key attributes noted above.

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.

### **EDUCATIONAL AND CERTIFICATION QUALIFICATIONS**

A Bachelor's Degree from a four-year university or college is highly desirable, preferably in Hospitality Management. In lieu of the degree, substantial private club or hospitality experience will be considered. Certified Club Manager (CCM) designation preferred but not required.

### **SALARY AND BENEFITS**

Salary is open and commensurate with qualifications and experience. The Club, along with the typical senior staff 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.

**Preparing a thoughtful letter of interest and alignment with the above noted expectations and requirements is necessary.** Your letter should be **addressed to Sean Pence, President and Search Chairman and the MVCC Search Committee**, and clearly articulate why you want to be considered for this position at this stage of your career and why MVCC and the Costa Mesa, CA area will be beneficial to you, your family, your career, and the Club if selected.

***Expressions of interest in this manner should be conveyed to our Firm no later than October 15, 2021. Candidate selections will occur in late-October and first interviews are expected to occur in early November, final selections will likely be made in mid-November with the successfully selected candidate starting after the first of the year.***

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

“Last Name, First Name - Resume” &

“Last Name, First Name - Cover Letter - Mesa Verde Country Club”

(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 Holly Weiss: [holly@kkandw.com](mailto:holly@kkandw.com)

**Search Executive:**

Thomas B. Wallace III, CCM, CCE, ECM

Partner

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