



**General Manager – Santa Ana Country Club, San Jose, Costa Rica**

**<https://santaanacountryclubcr.com/>**

**Department:** G & A

**Reports to:** VP, Operations

Submit Credentials to: Ricardo Catarino, VP Operations [rcatarino@troon.com](mailto:rcatarino@troon.com)

**USE SACC – GM ON SUBJECT LINE**

**Property Description:**

Located in the Santa Ana suburb of San Jose, the Club was conceived as a hub of solutions, focused on the well-being of our members and guests, as well as on providing a sustainable environment. The Club provides an all-encompassing experience and features multiple sports, culinary, recreational, wellness and entertainment options. The official opening occurred on April 1, 2019 and that marked the start of a great story that has evolved into the SACC lifestyle all members enjoy today.

The average age of the membership is under 42 years old. Most are professionals who reside in areas adjacent to the Club. The club receives an estimated 20,000 visits and serves 17,000 covers in its restaurants per month.

The 155,000 sq. ft. clubhouse is a three-level building and includes multiple sports, dining areas, entertainment venues and kids/teens areas (1,500+ children members).

The club offers multiple green areas and trails, a separate tennis complex and several other amenities including:

- 3 Squash Courts - Meet World Squash Federation (WSF) standards
- Foresight Hawk Golf Simulators (2) - most modern technology available
- Kids Zone Space - Providing activities which encourage child empowerment
- Multiple Aquatic Spaces - Recreational Pool, kids splash pad a semi-Olympic pool which is covered and in a controlled environment
- Fitness Gym - 10,000 sq. ft. space featuring LifeTime Fitness and Precor Queenax modular equipment (first in Costa Rica)
- Tennis Center with 9 courts – only club in country to provide red clay courts (7) and the world-renowned Cliff Drysdale Tennis Academy in Central America
- Restaurant Concepts (3) - Sports Bar, Casual Dining and Upscale Casual
- Event and Meeting Spaces - 2 Event Rooms with a maximum capacity of 400 people and 3 meeting rooms provide options for events of all sizes

Troon Prive - We are pleased to be part of Troon, a world leader in club management, with a presence in over 33 countries. The club currently has more than 185 associates.





Culture - The associate culture at SACC is one that is made up of individuals who are eager to learn, work as a team and share Troon's service-oriented focus in all areas.

### **General Purpose:**

The General Manager reports to Ownership and to the VP of Operations assigned to the property. The General Manager is responsible for overseeing all aspects of the operations of the club, monitor and adjust financial performance, provide guidance to Ownership on governance matters and lead the management team(s) to deliver a superior member & guest experience. Qualified candidates will thrive in a hospitality environment and be highly focused on providing a superior experience to all who visit the club. Serves as the top level management executive at the club. **Required to lead strategic communications for the club, both in English and in Spanish.**

### **Essential Duties:**

- Develops, manages and implements long term/strategic, capital and business plans, operating reports and general policies and procedures for the Club.
- Responsible for the timely development of accurate annual budgets for each direct report departments. Coordinates the preparation of the Club's comprehensive annual business plan with all departments. Collaborates and assists key managers with developing, monitoring and achieving business and operating plans.
- Prepares and monitors monthly and quarterly financial reports/statements, revenue goals and expenses as well as generating various (weekly, monthly, quarterly and annual) business reports and forecasts, as requested or required by Troon management or Ownership representatives.
- Monitors business volume forecast in each department and advises changes to plans or programs, in areas of manpower, productivity, COS, operating costs and other elements. Recommends effective corrective action, as needed.
- Coordinates the development of the club's long range and annual (business) plans.
- Coordinates development of operating and capital budgets according to the budget calendar; monitors monthly and other financial statements for the club; takes effective corrective action as required.
- Provides advice and recommendations to the President about construction, alterations, maintenance, materials, supplies, equipment and services not provided in approved plans and/or budgets.
- Consistently assures that the club is operated in accordance with all applicable local, state and Costa Rican federal laws.
- Coordinates the sales & marketing and membership relations programs to promote the club's services and facilities to potential and present members in conjunction with the membership sales department.
- Coordinates Agenda and meetings of the club's Executive Committee and Board of Directors.



- Leads regular department head meetings and financial review meetings aimed at ensuring coordination of all areas of the club and at addressing pending issues as a team. Promotes active communication in all areas, collaboration and accountability.
- Maintains close contact with members on a daily basis to ensure member satisfaction expectations are exceeded. Oversees the resolution of member, guest and employee feedback and challenges in a timely manner.
- Ensures the highest standards are achieved through adhering to proper operating procedures in all related areas. Ensures that the team is exceeding member expectations in the F&B department, oversees the management team responsible for delivering an excellent F&B experience which appeals to members for a la carte, events and banquets.
- Oversees the execution of a strategic membership development program designed to increase total membership count and dues revenue. Monitors sales and marketing results to ensure goals are met. Supports and guides team with the creation of marketing programs to promote the club to potential customers.
- Ensures Club is operated in accordance with all applicable local, country laws.
- Ensures compliance with purchasing policies and procedures and that club is benefiting from Troon vendor relationships and accounts.
- Oversees the care and maintenance of all Club physical assets and facilities. Oversees the coordination of property-wide maintenance efforts between the building management department and senior managers.
- Reinforces with key department heads the need for training programs to include but not limited to member service, food and beverage service training, train the trainer programs, safety and other training programs.
- Monitors the Club's overall safe-work practices and coordinates ongoing safety education programs and ensures compliance in all departments. Emphasizes prevention through training, inspection and preventive enforcement.
- Handles emergencies such as fires, accidents and breaches of security or house rules promptly and in person.
- Develops and maintains a positive management philosophy to guide personnel toward optimal operating results, employee morale and member satisfaction. Reviews policies relating to personnel actions & training along with professional development programs.
- Updates and oversees implementation of policies and procedures for direct report departments, including compliance with all company standards. Recommends improvements as necessary.
- Responsible for interviewing, hiring, training, planning, assigning, and directing work, evaluating performance, rewarding, and disciplining associates; addressing complaints and resolving problems.
- Directly manages department heads that may include, but not limited to: Assistant GM, Membership Director, Controller, Food & Beverage Director, Building Maintenance Director, Human resource director; etc.



- Assures that effective orientation and training are given to each new associate. Ensure ongoing training programs are in place and up to date.
- Maintains membership with the Club Managers Association of America and other professional associations. Attends conferences, workshops and meetings to keep abreast of current information and developments in the field.
- Main liaison with owner representative and responsible for answering for the operations of the club and other related amenities as assigned.
- Regular and reliable attendance required.

**Education/Experience:**

Bachelor's degree (BA) preferred; or four to six years related experience and/or training; or equivalent combination of education and experience.

**Physical Demands:**

Regularly stands, walks and sits. Occasionally climbs or balances; stoops, kneels, crawls or crouches. Frequently uses hands to finger feel or handle; reaches with hands and arms. Frequently talks or hears; tastes or smells. Occasionally lifts up to 50 pounds.

**Environment/Noise:**

Occasionally works in wet or humid conditions (non-weather). Frequently works in outdoor weather conditions. Frequently works early or late hours, weekends and holidays, as necessary. Noise level is moderate.

**Certificates/Licenses:**

Class A member of PGA/LPGA preferred

**Job Knowledge, Skill, and Ability Preferences:**

- Certified Club Manager Designation or similar qualification is preferred.
- **Ability to read, write and speak English and Spanish is required** in order to perform the duties of the job (e.g. the associates are required to communicate with English & Spanish speaking customers or co-workers, the manuals for the equipment the associates may use are in English or Spanish).
- Possess strong leadership, hospitality and human relations skills.
- Present a professional appearance and demeanor in all exchanges.
- Must have exceptional verbal and written communication skills.
- Must have excellent organizational and time management skills, along with the ability to coordinate details and prioritize the work on a daily and weekly basis.
- Knowledge of Microsoft Office applications.

This job description is not an exclusive or exhaustive list of all job functions that an associate in this position may be asked to perform from time to time.

