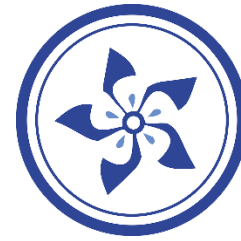


Candidate Profile

Director of Clubhouse Operation/ Assistant General Manager

Columbine Country Club
Columbine Valley, CO
www.columbinecc.com



Organization.

Columbine Country Club is one of Colorado's finest country clubs since 1955. They pride themselves on having one of the premier golf courses in the Rocky Mountain region complimented with an active social calendar. At Columbine Country Club, they go to great lengths to make sure that they offer a "complete country club experience" that is enjoyed by the entire family!

Columbine offers a spectacular championship 18-hole golf course, a challenging 9-hole par 3 course, 7 outdoor tennis courts, 2 pickleball courts, 2 state of the art golf simulators with a private lounge for year-round play, a full-scale children's activity center, an Olympic pool, baby-pool, and several dining options. They have first class golf and tennis programs for both adults and juniors and to top it off, their swim program for kids is widely regarded as one of the very best in all of Colorado. The club's teaching professionals are all extremely qualified, having been very successful in their respective sports. Socially, the club is extremely active, as they have a special events calendar that keeps the club hopping all year long.

The Championship course at Columbine Country Club is only one of two clubs in the state of Colorado that has hosted a PGA Championship and many LPGA Championships over the years. Several U.S. Open Sectional Qualifiers have been held at the club and they have been hosting the U.S. Amateur Qualifiers since 2014.

The 56,000 square foot \$25M clubhouse with terraces, fire pits, and open-air dining opened in late 2017. The clubhouse has numerous dining and entertaining areas, a pro shop with locker rooms, lounges, and a modern fitness facility.

The brand-new pool area with its popular Swim and Dive program includes an Olympic and baby pool area, diving boards, mushroom umbrellas, cabanas, and recently renovated pool house kitchen and café with a snack bar for poolside dining.

Position Summary

Direct Columbine's Food and Beverage, Catering, Sales, Maintenance/Housekeeping, and Valet services operations. Responsible for upholding quality standards in member & guest services, products, and facilities. Build a culture of teamwork, enthusiasm and superior service amongst the staff. Provide for a cohesive environment bringing together all divisions of CCC's Clubhouse operations. Plans and implements budgets and supervises the staffing, scheduling, training and professional development of department members.

Responsible for the planning, execution and completion of capital expenditures related to the Clubhouse and for meeting the financial goals of the department. Collaborates and partners with other Club leaders to ensure alignment and coordination of resources, timing, and priorities.

Serves on the Club leadership's Executive Committee and functions as the General Manager in his/her absence.

Direct reports include: Food and Beverage Managers, Executive Chef, Catering Manager, Facilities Manager, and Valet Supervisor.

The Club by the numbers:

- 641 members
- \$80,000 Initiation fee
- \$9228 Annual dues
- \$12.7M Gross volume
- \$4.7M Annual dues volume
- \$2.9M F&B volume
- \$6M Gross payroll
- 220 Employees in-season; 110 off-season
- 9 Board members
- 8 Committees
- 57 Average age of members

Responsibilities And Essential Functions

- Oversees all business functions of Columbine Country Club Food and Beverage, Catering Sales, Facilities Maintenance/Housekeeping, and Valet services operations.
- Manages consistent delivery of targeted experiences for a la carte dining, banquets, pool, turn, men's locker room, and on-course hospitality.
- Responsible for developing the sales and promotions for food service operations and general Club events and activities in coordination with the Club's marketing and communications team. Oversees the development of an annual catering sales plan.
- Ensures consistent delivery of products and services that align with Columbine's goals, standards for quality, and brand image.
- Performs human capital management responsibilities including employee selection, performance management, coaching, and development. Manages priorities and workload distribution and removes barriers that impede progress. Completes all personnel, salary administration, and reporting duties. Performs operational responsibilities that drive team performance including planning, execution, process improvement and best-practice sharing.
- Coordinates development and management of annual operating budgets and clubhouse capital expenditures. Responsible for the development, management, and implementation of plans for the Clubhouse. Facilitates the needs, priorities, and planning for all capital expenditures at the Club. Ensures the successful implantation of capital expenditure projects based on time and budget.
- Addresses Members and guest complaints and advises the COO/GM about appropriate corrective actions taken.
- Develops and implements annual business and workforce plans. Responsible for effective communication regarding these plans while ensuring needed approvals, and/or justifying variances and changes to plans.
- Attends assigned Committee meetings and ensures integration and coordination of actions from committee meetings.

- Monitors safety conditions and employees' conformance with safety procedures; updates emergency plans and procedures with the safety committee to assure that effective training for these programs is conducted in their departments.
- Communicates and maintains departmental and Club-wide standards, policies and guidelines. Develops and implements new department standards, policies and guidelines. Ensures completion of all compliance and reporting requirements.
- Assists in the planning of facility improvements, remodeling, construction and repair as necessary. Represents the Club and maintains active membership in their local professional CMAA organization.
- Serves as primary back-up and oversees all operations in absence of the COO/GM.

Special Focus Areas

Member/Team Relations

- Must have a Positive, Dedicated, and "Can Do" Attitude
- Put members first - go above and beyond their expectations to satisfy their needs and provide the highest quality service.
- Always convey a professional attitude and demeanor towards Club and team members.
- Always treat Club and team members with the utmost respect and dignity.
- Always maintain a positive attitude and look for positive outcomes in all opportunities.
- Embodies the persona of ultimate coach and motivator. Must be able to bring out the best in those around him/her by setting clear goals and expectations, providing consistent feedback and support, and who is respectful and professional in all interpersonal dealings.

Communications

- Maintain open channels of communication and be receptive to all departments and staff members.
- Write effectively and concisely.
- Convey oral messages clearly and succinctly.
- Actively participate in all meetings.
- Ensure that the information needed to proficiently operate the club is disseminated and understood
- Must be willing to support all programs and initiatives that have been communicated from the management team of the Club.

Planning, Organization and Administration

- Exhibit sound time management and organizational skills.
- Ensure the supplies needed to operate are properly stocked.
- Produce financial reports in a timely manner according to schedule.
- Prepare accurate and timely reports for monthly Committee and Board meetings.
- Participates in leading the annual budgeting process for Clubhouse departments

Employment Policies/Safe Work Environment

- Follow all club policies and procedures as outlined in the handbook.
- Ensure all departments are compliant with state/local/federal laws and that work places are safe.
- Ensures that all work spaces are clean and free of clutter, debris, etc.

Desired Qualification/Experience/Education Requirements

Minimum of 5 years of management experience in a private country club environment, similar environment, or related management experience.

- Demonstrated success in food and beverage operational management.
- Minimum of 3 years' people leadership experience.
- Proven financial and budgeting acumen including experience managing budgets, maintaining costs and meeting reporting deadlines.
- Demonstrated focus and commitment to customer satisfaction.
- Demonstrated strong working knowledge of Country Club standard operating procedures and demonstrated ability to manage operational performance, consistency, and compliance.
- Demonstrated experience as a team leader with demonstrated ability to collaborate with, develop and lead an efficient and effective management team.
- Demonstrated successful sales and marketing experience, including a record of successfully meeting sales and/or growth goals.
- Certified Club Manager (CCM) designation through CMAA or in current pursuit of this designation.
- Bachelor's degree OR commensurate experience.
- A valid driver license and a driving record that conforms to club standards

Competitive Compensation 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.
- Relocation expense if necessary

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

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