



The Club at Pasadera

General Manager Position Profile

Monterey, California

Presenting an exciting opportunity for an experienced General Manager as the Club transitioned from a corporate ownership group to a private ownership group led by a few select Members/Investors. Located in Monterey California, the club was acquired on November 27, 2018 by the new ownership group who are committed to reinvigorating the club back to its glory days. Our goal is to hire a qualified General Manager to champion the culture and business operations to elevate and drive the overall experience with excellence in all aspects that this Club.

The club was built in 2000 and is currently named the Nicklaus Club. The club is within a gated community consisting of approximately 235 homes and homesites. The club is 7 miles inland from the Pacific Ocean and world-famous landmarks such as Pebble Beach and Carmel.

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The Club at Pasadera amenities include:

- A beautiful Tuscan style 40,000 square foot clubhouse
- A private 18-hole Championship Jack Nicklaus Signature golf course.
- Food and Beverage venues consisting of a 60 seat casual mixed grill, men's grille, intimate bar, outdoor patio dining and pool, and tennis dining.
- There are an elegant ballroom and adjoining spaces along with a large courtyard to host events. This is one of the best venues to host weddings in the region.
- One lodging unit consisting of 5 elegantly appointed guest rooms and a common area. This can be used by a family for special events or a member who may need a place to stay for the evening.
- Five hard court tennis courts and a family pool area
- Fitness center that offers personal training along with Pilates

The members of The Club at Pasadera come from many walks of life. Ranging from titans of the Silicon Valley to those who have elected to retire in the area, they lead inspired lives, pursuing dreams as golfers, outdoor enthusiasts, active citizens, philanthropists, artists, and collectors. Many residents living in the community are members of the club. The Club offers Golf, National and Social memberships to the non-resident community.

While golf is a major amenity, the focus is being changed into a club that caters to the activities of the family including a very active social calendar, focus on food and beverage among many recreational aspects. The restaurant will be vibrant and flexible offering chefs farm to table solutions. The Club will promote local farms and growers for fresh and innovative menus. Craft cocktails and fresh drinks at the bar. Programming will pull "celebrity" opportunities for chefs, winemakers, tobacconists, spirit makers, and the like to be a welcome part of the rotation of culinary experiences.

The Club at Pasadera will offer innovative seasonal dishes promoting local growers, farms, and ranchers—presented in warm, sophisticated surroundings accompanied by friendly, attentive service. The dining experience will be geared towards families and will offer a light bite or inspired culinary specialties.

The Club's dining experiences extend beyond its restaurant venues. Programming for Members will be to discuss cooking techniques or the farm-to-table trend at Chef's Tables, enjoy various wine tasting dinners, and participate in cooking classes on site led by the Chef himself. The Club continually seeks ways to enrich members' culinary enlightenment as well as tap into the regions rich local fresh farm food.

Health and wellness are a significant component of the culture and member experience at The Club at Pasadera. With elegant facilities and services that include a cardio floor, movement studio and strengthening room, club members enjoy truly exceptional fitness programming. The Club at Pasadera is committed to an active, healthy lifestyle and member socialization that stretches well beyond the main clubhouse. A team of professional staff members provides programming and services for members to achieve their fitness and wellness goals in a uniquely personal environment.

Excellence, integrity, respect, and environmental and social responsibility are cornerstones of The Club's vision. The Club at Pasadera is at the forefront of conservation efforts and is committed to maintaining the beauty of the surrounding area.

Most importantly, is the culture of the Club. The incredible facilities are only the architecture for which to build the sense of place. The energy of the people, the welcoming and accommodating nature of the staff, the

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programming of activities, the way one feels when there is what will set The Club at Pasadera apart. This is the job of the management team and is forged from the top. How this culture is embraced by the staff and carried forward as tradition is what will create the legacy.

The Club at Pasadera believes first impressions are key and execution essential. We are looking for the right person to capture and deliver this new experience to its members in a manner that will set the Club apart.

For more information, visit www.ncmonterey.com



Position Description

The General Manager will serve as the club's Chief Operating Officer. The GM will report to the managing members of the Board of Directors and Carefree Hospitality. Responsibilities encompass managing all aspects of the club including its activities and the relationships between the club and its owners' members, guests, employees, community, vendors, government, and industry. The GM will coordinate and administer the club's policies as defined by the Ownership Group. The GM will develop operating policies and procedures and direct the work of all department managers, implement and monitor the budget as approved annually by the Ownership Group. Monitor the quality of the club's products and services and ensure maximum member and guest satisfaction. The GM is responsible for securing and protecting the club's assets, including facilities, equipment, and natural resources.

Essential Duties:

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- Inspires and leads the senior management team which includes the Golf Professional; Golf Course Superintendent; Controller; Director of Food and Beverage; Executive Chef and; Director of Membership.
- Oversight of all team members to provide exceptional experiences for members, their families, and guests regardless of their area of interest or facility and amenity usage.
- Maintains an engaged and highly visible presence in all areas and programs members participate in.
- Ensures the highest standards for golf, food, beverage, sports and recreation, social and entertainment and other related club services and programs.
- Plans develops and approves specific operational policies, programs, procedures and methods in concert with general policies.
- Coordinates the development of the club's long-range and annual (business and strategic) plans.
- Develops, maintains and administers a sound organizational plan; initiates improvements as necessary.
- GM shall be personally involved in the interview, selection, and orientation of ALL club employees to ensure a consistent level of team composition.

Key areas of focus and responsibility:

- Communication
- Financial planning and execution
- Leadership and collaboration with Ownership
- Membership growth
- Strategic planning
- Staff leadership
- Progressive decision making and problem solving
- Visible engagement with all club members and interest groups



Candidate Qualifications & Experience

The ideal candidate will be a true leader with exceptional club management experience, knowledge, and skills. The candidate must have a proven record of strong operational management and will have impeccable “attention to detail” attributes. A constant highly visible and engaged personality with members and staff alike will be essential for success at The Club at Pasadera. Demonstrated skills in food and beverage operations and quality are essential.

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Ten to fifteen years of General Management experience in similar multi-dimensional, member or developer owned, high quality, private clubs are preferred. A four-year college degree in a related field of study and the CCM designation is desirable.

The successful candidate will be a proven businessperson with exceptional financial, budgeting, and business planning skills that have yielded verifiable results. The candidate must enjoy and embrace the challenge of strong fiscal management while at the same time delivering the quality and range of services and innovative activities to enable The Club at Pasadera to attract and retain members and staff.

Strong general management skills with verifiable strengths in inspirational leadership, financial performance, “people” skills, and recreational amenity management are desired. Especially strong credentials in quality food and beverage operations and programming; golf operations; exceptional member/guest service programming; fitness, aquatics, and wellness programming; strategic planning; and most importantly, the ability to consistently create positive, memorable experiences for members and their guests are also desired.

The prospective GM must have a record of impeccable integrity, and be a highly visible, charismatic, passionate professional and have outstanding membership relations and communication skills, both written and verbal, including a sense of humor.

The candidate should have an innate penchant for “customer service and satisfaction” with a personal, hands-on and positive style for doing this. The GM should by nature not be an “in the office person” but someone who is “out” with the staff and members. The candidate should have the demeanor to professionally and tactfully handle challenging staff, member and guest issues.

The ideal candidate is someone who clearly understands and promotes an environment of “Trust and Respect,” but who recognizes that such trust and respect is earned over time and that in all regards, the key leadership (both paid and volunteer) have a responsibility to verify these traits.

The new GM will enjoy positively coaching department managers and employees and must demonstrate proven leadership skills in team building, employee motivation, and service training. The ability to collaborate with the Management Company and Ownership is essential, as is a strong ability to work with the ownership group and Carefree Hospitality to further establish and memorialize clear roles, responsibilities and overall metrics for sustainable success.

He/She must have verifiably strong organizational skills, and an obsession with covering the details necessary to consistently achieve high levels of quality, satisfaction and outstanding member experiences.

The candidate should be active and well respected in his or her local and national CMAA organization.

A generous compensation package will be offered commensurate with experience. Standard CMAA perquisites will be offered to the successful candidate.

This position is available immediately

Please send your resume and cover letter in a Word or PDF format to

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No phone calls, please