



Position Available: Clubhouse Manager
Club: Tradition Golf Club
Location: La Quinta, California



About the Club

Among private golf clubs, Tradition is singular. This coveted enclave in La Quinta, California is not only graced by the land's natural splendor, but is also instilled with the rare air of a historical landmark. Once a desert getaway for Hollywood celebrities and heads of state, the former ranch's origins are imbued with mystery. With a limited roster of 230 equity memberships by invitation only, each individual is a highly-valued member.

Tradition Golf Club's facilities consist of an 18-hole Arnold Palmer signature championship golf course, a nine-hole short course, a 2,500 square foot fitness center, bocce ball courts, a 18,000 square foot clubhouse, and several original Hacienda-style structures and gardens used for member functions. The golf course was recently recognized as a Golf Digest Top 200 golf course and is noted for its superior conditioning and Augusta White sand bunkers.

In April 2019, the Club will begin a \$6.3 million renovation of its clubhouse. While retaining the authentic charm of the Hacienda-style building, the plan includes the relocation of the pro shop to currently underutilized space, the creation of a separate bar area, the expansion of outdoor casual dining space and a freshening of interior décor and furnishings.



Tradition's Strategic Vision

The Club has developed a comprehensive Strategic Plan that will serve as a guide to the Club's member and staff leadership well into the future. The Plan addresses the following key areas:

- **Market opportunity and positioning** – The Club is positioned as a “luxury boutique golf club”, distinguishing itself from its high-end competitors in the Coachella Valley. The Club has no intention of “being all things to all people”, but will be “best in class” in the amenities and services that it provides to its members and their guests.
- **Capital replacement and enhancement planning** – The Club has assessed its recurring capital replacement requirements and has identified “aspirational” capital improvements over the next ten years.
- **Ten-year financial planning** – The Club has developed a ten-year financial planning model in order to provide its stakeholders a better sense of the financial future of the Club.
- **New member marketing and recruitment** – The Club utilizes state of the art conventional and digital marketing strategies to identify and recruit like-minded individuals for membership.

All key decisions regarding the Club and its operations, including the employment of staff, are viewed through the prism of the Club's Strategic Plan.



Position Description: Clubhouse Manager

The position of Clubhouse Manager oversees operations of the clubhouse and related facilities and departments, with an emphasis on superior food and beverage culinary execution and service. The Clubhouse Manager is expected to be the quintessential hospitality professional, assuring that Tradition is viewed as the premier golf club community in the Coachella Valley, as well as one of the most highly-regarded in the country. The Clubhouse Manager must be highly-respected and a respectful leader who epitomizes the understated culture of Tradition.

Serving as a key representative of the Club, the Clubhouse Manager must have a natural and intuitive style of engagement, visibility, approachability and respectful communication. Gaining the confidence of the membership and staff through thoughtful, candid and considerate interaction is of primary importance, as well as ensuring that appropriate talent acquisition, retention, orientation, training and evaluation programs are in place.

Reports to: Club President

Supervises: Food and Beverage, Membership, and Fitness departments and clubhouse maintenance and housekeeping personnel.

Job Summary (Essential Functions)

Responsible for the operation of all clubhouse-related activities through the departments under his/her supervision, with an emphasis on superior food and beverage culinary execution and service. Responsible for ensuring the cleanliness, upkeep and security of all clubhouse facilities

Job Tasks (Specific Responsibilities)

- Buy-in and involvement in helping to drive long term strategic planning, and partnering with the Board and Committees in its execution.
- Maintain a positive presence with members and help to assure maximum member satisfaction.
- Develop and lead continual education and training for team members to enhance club/member services.
- Develop department budgets, staffing and general operating policies and procedures for supervised departments; direct the work of key clubhouse department heads and staff.
- Facilitate communications with other departments.
- Monitor safety conditions and employees' conformance with safety procedures. Update emergency plans and procedures and ensure that effective training for these programs is conducted in all departments.
- Receive and resolve complaints from club members, guests and employees related to his/her functional areas.
- Ensure that the club's preventive maintenance and energy management programs are in use.
- Participate in on-going facility inspections throughout the club to ensure that cleanliness, maintenance, safety and other standards are consistently attained.
- Serve as an *ad hoc* member of appropriate club committees.
- Attend management and staff meetings as scheduled.
- Interact with members answering questions, solving problems, overseeing services and cleanliness and showing the club facilities to visitors.
- Undertake special projects as requested by Board of Directors or Committees.
- Monitor labor productivity; evaluate scheduled and actual labor hours and costs.
- Research new products and develop an analysis of their costs and benefits.
- Oversee clubhouse and associated facility operations on a daily basis.
- Work with human resources staff to develop long-term staffing needs for the supervised departments.
- Assist in the planning of facility improvements, remodeling, construction and repair and interact with applicable club committees for this purpose.
- Work with supervised department heads to plan professional development programs for applicable staff.
- Ensure that all legal and regulatory requirements are consistently followed.
- May perform clubhouse opening and closing duties, including those related to security.
- Monitor and enforce employee dress codes and member dress codes as applicable.

Key Accountabilities

- An especially strong history of success and keen understanding of quality of Food and Beverage operations including revenue growth, cost control, training innovations and creativity, strong service culture development.
- An organizationally focused individual who recognizes that obsession with details and consistency of delivery at a high level result in high member and associate satisfaction, high levels of quality and an overall outstanding member experience.
- Confident, energetic leader with excellent communication skills both verbal and written.
- Able to bring out the best in others by setting clear goals and expectations, holding them accountable for outcomes by providing consistent feedback, support and through respectful interactions and professionalism.
- A sincere and proven history of being highly interactive and engaged with members and staff, creating and perpetuating a strong culture of relationship development with all constituencies, as well as sincere mentorship and professional development at all levels within the staff side of the organization.
- Naturally possessive of a positive demeanor, engaging style and “can do” attitude with a service heart, but also able to respectfully balance needs, wishes and desires with fiscal responsibility and reasoned decision-making.
- Great attention to detail, and one who sets a level of integrity admired by others.
- Technology proficient and recognizing of best practices use of technology to improve “high-touch” service delivery to members, as well as to more effectively manage and lead operations.
- A history of innovation, and a champion of new ideas and initiatives.
- The ability to adapt and positively contribute to changing and evolving circumstances.

Qualifications and Skill Requirements

- 5+ years management experience, preferably in a high end private/hospitality/service industry
- Candidates with a Bachelor’s Degree in Hospitality Management preferred
- Must display excellent personnel management and member service skills along with a passion for the service industry.
- Ability to exercise good time management skills.
- Good judgement and sound decision-making skills, resolving problems in a timely manner.
- Experience with hiring, training, delegating, supervising of employees, and providing feedback to improve performance.
- Proven ability to effectively build and foster a team environment
- Proficient in computer software including Microsoft Word, Excel, Outlook.

Salary and Benefits

- Salary is commensurate with qualifications and experience. The club offers an excellent bonus and benefit package.

How to Apply

- Resumes deadline: April 7th, 2019 **ONLINE**
- Address cover letter and resume to: Mr. Jerry Hostetter, Selection Committee Chair
- Apply through URL: https://pgacareerservices.formstack.com/forms/tradition_golf_club
- Combine your materials into one PDF and name the file: Last name, First name, Job# KF015263
- The PGA of America is assisting the club with CareerLinks Advanced service. Please contact Ken Ferrell, PGA with any questions: 951-324-3665



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