

GENERAL MANAGER/CHIEF OPERATING OFFICER PROFILE: SAND POINT COUNTRY CLUB SEATTLE, WA

THE GENERAL MANAGER/CHIEF OPERATING OFFICER OPPORTUNITY AT SAND POINT COUNTRY CLUB

Sand Point Country Club is looking for a dynamic leader that will insure that the club offers “best in class” service to its members and guests.

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

SAND POINT COUNTRY CLUB

Mission Statement

Our mission is to provide ever improving facilities, services and programs that encourage membership involvement and enjoyment while building on our heritage and traditions.

Founded in 1927, Sand Point Country Club is the only private golf club in Seattle with all of the amenities of a country club. In addition to a challenging 18-hole course designed by one of the Northwest’s preeminent early-day golf architects, Francis L. James, the club has a covered, heated driving range and an indoor golf hitting facility. Sand Point also boasts a junior Olympic-sized swimming pool and wading pool, four outdoor and lighted tennis courts, a 24/7 Fitness Center with club-approved fitness trainers, a full-service Dining Room and Lounge, a casual Cascade Grill and beautiful banquet facilities.

Situated just above the shores of Lake Washington, Sand Point Country Club offers many gorgeous views of the lake and the Cascade Mountain range. Sand Point's golf course is a classic course reminiscent of the many golf courses built in the early 20th century. But above all, the course’s hillside locale is its predominant feature. While finding a flat lie at Sand Point is a rarity, what’s common at the course are golfers enjoying unobstructed vistas of Lake Washington and the Cascade Mountains – which on clear days stretch from Mount Baker near the Canadian border 150 miles south to Mount Rainier. There is no other golf course in the entire Pacific Northwest with such spectacular panoramas. Members and their guests warm up before their golf rounds at the covered driving range, short game area or practice putting green.

Sand Point Country Club hosts many special events for its members, including Easter and Mother's Day brunches, weekly outdoor family barbecues in the summer, and brunch with Santa during the holiday season.

Sand Point Country Club may have its roots as a private golf course, but it has become so much more. In keeping with the requests of a dynamic and active membership, the Club has expanded its facilities to offer Swimming and Tennis Programs for children and adults of all ages, as well as a 24/7 Fitness Center.

CLUB FACTS

- Number of Members: 975
- Gross Dollar Volume: \$ 6,770,715
- Food & Beverage Revenue: \$ 1,782,310
- Rounds of Golf annually: 20,986

Please visit the website: www.sandpointcc.com

GENERAL MANAGER/CHIEF OPERATING OFFICER JOB DESCRIPTION

The General Manager/COO (GM/COO) serves as chief operating officer of the club. He/she manages all aspects of the club including its activities and the relationships between the club and its board of trustees, members, guests, employees, community, government and industry.

The GM/COO also:

- Coordinates and administers the club's policies as defined by its board of trustees.
- Develops operating policies and procedures and directs the work of all department managers.
- Implements and monitors the budget, the quality of the club's products and services and ensures maximum member and guest satisfaction.
- Secures and protects the club's assets, including facilities and equipment.

The GM/COO is expected to provide quality leadership and a positive upbeat image for the Club ensuring that members enjoy premier service, a quality product and an exciting calendar of events. He or She is responsible for the success of all aspects of the Club goals and activities and is expected to devote full time and attention to operations, planning and staff performance and coordination.

Supervises:

- Aquatics Manager
- Catering & Events Manager
- Controller
- Director of Food & Beverage
- Director of Golf
- Executive Chef
- Facilities Manager
- Front Desk Manager
- Golf Course Superintendent
- Marketing & Communications
- Member Services Director
- Youth & Family Programs Coordinator

CANDIDATE QUALIFICATIONS

A minimum of 7 -10 years of progressive leadership/management experience in an active family oriented, private member-owned club environment is required.

Candidates must have a career track that demonstrates a record of tenure and commitment to previous employers, and that career moves were for enhancement of skills and experiences as opposed to 'unplanned' career changes. The Club desires candidates that appreciate stability and long-term commitment.

The desire is for strong general management skills with verifiable strengths in team development and the ability to consistently define and achieve goals and accountabilities for key managers. Desired strengths in strategic planning, financial performance, membership recruitment and retention, diverse recreational amenity management (golf, tennis, fitness, aquatics, family activities and others are especially desirable), quality food and beverage programming, exceptional member/guest service programming, project management, and experience with significant capital projects are very important.

The new GM/COO will follow a very highly regarded manager. There is nothing "broken" at SPCC in the eyes of the Board, but like all clubs, there is a desire to see this as an opportunity to further improve the operation and to continue to "polish" areas where those opportunities exist.

Exceptionally strong communication and facilitation skills, both in writing and verbally, with the appropriate personal presence, desire and ability to interact effectively with diverse constituencies of members, staff, vendors and other people who are part of the success of SPCC is very important. Sincere and engaged personal visibility has been the foundation for success of GM/COOs at SPCC over the years and must be an intuitive part of the new GM/COOs style and nature.

The ideal candidate will be a dedicated team leader and will provide leadership and guidance to a capable long-tenured and loyal group of department heads and employees. The new GM/COO must be able to demonstrate leadership skills in employee motivation, mentoring and service training. The ability to work well with the Board and Committees is essential, as is a confident, creative, enthusiastic, energetic, engaging and “likeable” style to all constituencies.

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

EDUCATIONAL AND CERTIFICATION QUALIFICATIONS

A college degree and the CCM designation are preferred.

SALARY & 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.

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.

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

“Last Name, First Name Resume” &

“Last Name, First Name Cover Letter”

(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.

For directions on how to upload your resume and cover letter [visit this page](#).

[Click here](#) to upload your resume and cover letter.

If you have any questions please email Nan Fisher: nan@kkandw.com

Lead Search Executives:

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