

GENERAL MANAGER PROFILE: SEVEN OAKS COUNTRY CLUB BAKERSFIELD, CA

(Click the link at the end of the document to apply)

THE GENERAL MANAGER OPPORTUNITY AT SEVEN OAKS COUNTRY CLUB

The General Manager (GM) position at Seven Oaks Country Club (SOCC) is an exciting opportunity to lead a club that is poised for exceptional progression in an economically thriving community. The Club enjoys a wide array of amenities, an active membership and a Board committed to ensuring that SOCC reaches its full potential and is an effective and engaged part of its members' lives.

The new GM will find a number of opportunities to immediately immerse himself/herself into the club management processes including the reestablishment of operating standards, working with the Board to create a vibrant strategic plan, conducting a full organizational review, and helping the Club gain member support for a significant course renovation.

This opportunity is ideal for an energized, innovative, engaged leader who wants to be part of a casual, down to earth club and community that is looking to elevate their club to one that is consistently well regarded for the quality of its overall member and staff experience to supplement its wide array of attractive and diverse amenities.

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

SEVEN OAKS COUNTRY CLUB

Established in 1991, the 38,000 square-foot Georgian-style clubhouse at Seven Oaks Country Club is the centerpiece of a large, multi-neighborhood community developed by Castle and Cook. The Club transitioned to member ownership in 2012 and its wide-ranging campus provides many amenity choices to its nearly 1,000 members.

The clubhouse provides spectacular views overlooking beautiful streams, lakes and waterfalls surrounding the courses. Ample opportunities for dining, entertaining and special events are found in the large clubhouse, which features both casual and more upscale dining, along with additional venues including the Grand Ballroom for private events from 25 to 380 people, which features views of the nearby rose garden as well as the Oak Card Room, the Library, and the Board Room.

The 'three nines', 27-hole championship golf course, designed by world-renowned architect Robert Muir Graves, boasts breathtaking fairways, beautiful lakes, and bunker-guarded greens, covering three unique nine hole routings: The Oaks, The Lakes, and The Islands. Course amenities include an extensive driving range and three practice facilities. The membership will be asked to approve a course renovation that will be presented this coming February.

The Tennis Pavilion and Grand Island Pavilion are located a short walk from the main clubhouse and the Tennis Pavilion features seven lighted tennis courts (hard courts) and offer a variety of clinics, leagues, tournaments, camps and private instruction for all ages and skill levels throughout the year. The fitness offerings at the Tennis Pavilion provide professional cardio and muscle toning equipment, Yoga, Circuit Training, Aerobics, and Zumba classes in addition to a 25-yard pool and day-use locker rooms. Two pickleball courts are in the process of being added to this area's offerings.

The Grand Island Pavilion, located in another section of the community and a short drive from the clubhouse offers members the ultimate secondary location for swimming, fitness, and open-air dining at The Grand Island Café.

SEVEN OAKS COUNTRY CLUB FACTS

- Approximately 1,000 members in all categories
- \$3,000 initiation fee for full Equity Members
- \$7,080 annual dues for full Equity Member
- \$9.5M approximate gross revenue
- \$2.7M approximate F&B revenue, with 64% derived from ala carte and 36% from banquets and catering
- The Club has approximately 98 Full-time employees; 10 Seasonal employees (SOCC is a vibrant, year-round club operation, with only pool and some camp activities inactive in non-summer months)
- On its (3) nine hole courses, approximately 26,000 rounds of golf are played annually
- 55-64 average age of members, with a large influx of younger families in the past few years

SEVEN OAKS COUNTRY CLUB WEB SITE: www.sevenoakscountryclub.com

GENERAL MANAGER (GM) POSITION DESCRIPTION

Seven Oaks Country Club operates under the General Manager (GM) organizational structure. The GM reports to the Club's President and is ultimately responsible to the Board of Directors, working collaboratively with them to determine annual club goals and objectives. There are 9 members of the Board that serve 3-year terms. Additionally, under the Club's current bylaws, there is an additional, non-voting member of the Club who serves as CFO (usually known as Treasurer in most clubs). The Club has an active Committee structure including the following: House & Social, Golf & Greens, Finance, and Membership.

Direct reports to the GM position, at present, include: Clubhouse Manager, Director of Member Services, Membership Director, Controller, Director of Human Resources, Director of Golf, Director of Tennis, Director of Fitness, Director of Engineering and Golf Course Superintendent.

Initial priorities include:

- Spend time getting to know members and staff; listen and learn the history and culture of SOCC, while building the trust and confidence of key SOCC stakeholders.
- Review the membership program and offerings, and make recommendations regarding membership retention and growth.
- Conduct a full organizational structure review and make recommendations (after ample review time) to the Board for any changes.
- Review Club SOPs (standard operating practices) to ensure that they are in place, appropriate and executed to meet overall expectations of the Board and Membership. This includes hiring, orientations, training and performance evaluations, amongst other standards of performance.
- Evaluate the employee strengths/weaknesses (SWOT), communicate your vision and strategy to employee's role in achieving same. Cultivate a dedicated and talented professional team ensuring high morale and staff satisfaction, ultimately translating into high member and guest satisfaction.
- Review/understand budget and annual business plan.
- Review/understand (SWOT) the condition of the grounds/buildings/systems/procedures and operational policies, and at the 90 Day anniversary, provide the Board with a "State of Seven Oaks" report with observations and recommendations to ensure long term success.
- Work closely with the Board to begin the process of creating a five year, rolling strategic plan.

CANDIDATE QUALIFICATIONS

The ideal candidate:

- Shall have strong overall management skills with verifiable strengths leadership, financial performance, "people" skills, membership retention and growth, and programming and recreational amenity management. Especially strong credentials are preferred in highly regarded exceptional member/guest service programming, quality food and beverage programming, strategic planning, programming, and

project management, and most importantly, the ability to consistently define and achieve goals and objectives, and execute to those standards.

- Naturally enthusiastic and energized individual with a passion for the business, and eventually for SOCC as its “face” to the membership, staff, and community.
- Is expected to be a “service hearted” hospitality professional with strong operational management skills, who, in collaboration with the Board, Member Committees and Senior Staff is able to define and strategically execute plans to ensure that the Seven Oaks Country Club is viewed one of the premier clubs in California because of its consistently, positive, and high membership satisfaction environment.
- Exceptionally strong and timely communication and facilitation skills, both written and verbal, with the appropriate personal presence, desire, and ability to interact effectively before diverse constituencies of members, staff, vendors, community leaders and others who are part of the success of Seven Oaks Country Club.
- Is someone with strong financial acumen, including “top line growth” orientation along with a “data based” decision-making style.
- A confident, visible, diplomatic, respectful, and competent professional who is a ‘doer’ and take-charge person and who recognizes the importance of accountability, and can impart that same style of leadership within his/her team.
- Is knowledgeable in “best practices” of well-regarded club operations, top performing, and high member satisfaction clubs around the country. Additionally, is someone with a natural style of “attention to detail” and able to impart similar standards to the team around him/her.
- A disciplined and visionary leader who can define and epitomize the style and desired culture of quality service and attention to detail to elevate SOCC as expected. Someone who is ‘hands on’, but who works strategically and can clearly communicate his strategy and expectations to the employees.
- Verifiable ability to attract, hire, mentor, develop and lead a high performing team of associates, ensuring that they function as one team, rather than individual departments, while setting and maintaining standards of performance appropriate to perpetuating the Club’s restated strategic vision. Additionally, possessive of a “natural mentor” in his/her style.
- A verifiably unblemished career track that demonstrates a record of tenure and commitment to previous employers, where career moves was for enhancement of skills and experiences as opposed to ‘unplanned’ career changes.
- A creative problem solver who commands respect because of the way he/she interacts with others and lives up to his/her word and confidently puts forth recommendations to the Board and Staff. Someone who has “gravitas” and who conduct himself/herself with appropriate respect and confidence, acting as a true partner with the Board.
- A person who understands and effectively functions in a non-profit, volunteer, member-owned Club Board and Committee environment, and who further recognizes the need to use these groups as sounding bodies, raising issues of a policy nature, and offering alternatives in addition to pros and cons. Ultimately, an enthusiastic supporter of Board decisions and directives.
- A professional armed with a high degree of creative, relevant, and innovative ideas relative to food and beverage operations, member activities and programs.

EDUCATIONAL AND CERTIFICATION QUALIFICATIONS

- Preferably, a college graduate with a Bachelor’s Degree in Business Administration or Hospitality Management with 5 – 7 years of progressive management experience. Additionally, there is a preference for experience in a similar, private, member-owned club environment, but the Club will consider non-club, hospitality professionals. The Club will also consider well-mentored assistant general managers or other club professionals who have the leadership and qualification traits and experiences outlined.
- CCM certification or similar other industry credentials are preferred, but not required. Participation in continuing hospitality industry education a must.

SALARY AND BENEFITS

Salary is open and commensurate with qualifications and experience, and for a club of this size located in Bakersfield, CA. The Club offers an excellent bonus and benefit package including CMAA membership.

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.

Preparing a thoughtful letter of interest and alignment, clearly articulating your “fit” with the profile and the above noted expectations and requirements is necessary.

*****IMPORTANT: Your letter should be addressed to the SOCC Search Committee, and must clearly articulate why you want to be considered for this position at this stage of your career and why SOCC and the Bakersfield area will likely be a “fit” to you, your family and the Club if selected.**

Expressions of interest in this manner should be conveyed to our Firm no later than January 20, 2018. Interviews occur in February with the successful candidate likely in place in early March.

*****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 Patty Sprankle: patty@kkandw.com

Lead Partner and Search Executive:

Kurt Kuebler, CCM

Partner, KOPPLIN KUEBLER & WALLACE

kurt@kkandw.com

561-747-5213 (O)