

GENERAL MANAGER PROFILE: THE GOLF CLUB OF OKLAHOMA TULSA, OK

Situated on lush rolling terrain in the southeast Tulsa metro area, The Golf Club of Oklahoma redefines the private golf club experience. Blending the time-honored traditions of golf with modern, upscale conveniences, the club boasts a magnificent Tom Fazio-designed championship layout, an array of golf, social and recreational amenities, and four exclusive guest cottages on property. Recently selected by Oklahoma Magazine as a 2013 “The Best of the Best” winner, The Golf Club of Oklahoma offers the personalized service and exclusive privileges you’d expect to find at one of the finest private clubs.

Golf

Conceived by the late John Williams, a member of Augusta National and prominent Tulsa businessman, the vision of creating a true golf club required an uncompromising dedication to the game. Nationally renowned golf course architect Tom Fazio was chosen for the most enviable task of not only designing the championship course, but also choosing the canvas for his art. A 12-month search led Fazio to 525 acres of untouched beauty in northeastern Oklahoma, where he set his 7,127-yard creation sprawling over nearly twice the area required for a traditional 18-hole course. His true genius can be seen in the way he used the land’s natural assets – such as towering oaks and existing bodies of water - to test even the consummate player. Winding fairways traverse rolling hills and lush stands of oaks leading to manicured greens, with a 32-acre lake adding to the course’s strategic diversity as well as its stunning natural beauty.

Club Amenities

The Golf Club of Oklahoma is dedicated to providing members and their guests with an extraordinary private club experience through superb amenities and unmatched personalized service. From the stunning championship golf course, clubhouse, tennis courts and pool to the guest cottages and banquet amenities, they offer a luxurious oasis for recreation and relaxation.

Clubhouse

With its rich décor and abundance of windows, the stunning 27,000 square-foot clubhouse serves as a welcoming focal point for member dining, hospitality and socializing. Featuring a wrap-around veranda overlooking the spectacular finishing holes of 16, 17 and 18 around Lake Kadashan, the clubhouse includes an elegant formal dining room; a casual members’ grill; women’s locker room; three-level gentlemen’s locker room; full-service golf shop; and a variety of meeting rooms and banquet facilities accommodating events ranging from intimate business dinners to large-scale wedding receptions and fundraising galas.

Member Cottages

Members of The Golf Club of Oklahoma enjoy access to the exclusive guest cottages overlooking Lake Kadashan, featuring a total of 16 exquisitely-furnished bedrooms available. Members relax with their family and friends while enjoying the peaceful ambience of the serene setting.

Pool

From Memorial Day through Labor Day, the Cottage pool serves as a centerpiece for relaxing with family and friends. Poolside food and beverage service is available for the convenience of their members and guests.

Practice Facilities

The Golf Club of Oklahoma’s practice facility is an ideal locale for perfecting every aspect of one’s game in a peaceful, serene ambience. Members hone their skills on the three-level, all-grass driving range complete with target greens and fine-tune their short game on the two-acre putting and chipping green complex or in the expansive indoor practice center.

Tennis

The two lighted tennis courts offer members and guests the opportunity to enjoy a friendly game year-round.

Club Ownership

Golf Club LLC, ownership group of The Golf Club of Oklahoma, has assumed operational management of the Club since the American Golf Corp. 20 year lease expiration, at the end of 2016. As reported in the *Tulsa World* . . .

Elby Beal, managing partner of Golf Club LLC, said the ownership group anticipates that it will assume operations of the club on January 1 upon the expiration of the lease. He added that a multimillion-dollar restoration and renovation project that is planned at the club in early 2017 will include the golf course, clubhouse, cottages and related facilities.

“We’re excited about the opportunity to restore The Golf Club of Oklahoma to the stature it enjoyed when we acquired it as one of the finest private golf clubs in the country,” Beal said in a statement. “Our first commitment is to our members—to present a first-class product on the course and in the clubhouse. We’re confident the coming changes will deliver on that promise.”

The Golf Club of Oklahoma website: www.golfcluboklahoma.com

JOB DESCRIPTION

The General Manager (GM) reports to the Managing Partner of Golf Club LLC. The GM is expected to provide quality leadership for the Club, ensuring that members enjoy the finest level of service and that the club offerings are attractive to potential new members. He/She is expected to be a proactive visionary for the Club and display excellent communication skills with both members and staff. He/She is responsible for the success of all aspects of the Club goals and is expected to devote his/her full time and attention to operations, planning, and staff management. The GM has full responsibility for all day-to-day areas of the operations, including the oversight of the Club’s financials and budgets.

The General Manager will be responsible for completing the successful transition of operational management from the former management company to the ownership group and, in conjunction with the Managing Partner, will oversee all on-going improvement projects currently underway.

INITIAL AREAS OF FOCUS

- Develop a comprehensive strategic membership plan for The Golf Club
- Upon approval of the membership plan by the Managing Partner, lead the staff members in the successful implementation and execution of the strategy
- Develop plans and training to improve member services, programming and satisfaction
- Establish SOPs (standard operating procedures) for all departments
- Develop metrics to measure departmental performance and improvements
- Create a weekly staff meeting to provide regular feedback and mentoring for Department Heads
- Develop a “team culture” so all employees of the club operate under shared goals, a common mission and vision for the Club
- Understand the Club's marketplace and culture and work to position the Club as the leading club in the market
- Enhance the culture of hospitality and both a family and business friendly atmosphere
- Improve member experience
- Assume financial responsibility
- Membership marketing
- Create a “new vision” for the Club through development of the Long-Range Plan

CANDIDATE QUALIFICATIONS

The successful candidate will be a proven businessperson with exceptional financial and budgeting acumen as well as demonstrated management skills in the areas of sales and service. In particular, the candidate must enjoy and embrace the challenge of strong fiscal management while at the same time, delivering the quality and range of service to enable The Golf Club of Oklahoma to continue to attract and retain members.

The ideal candidate will possess a minimum of 5 to 7 years of progressively more responsible club management positions in a full-service quality country club. The prospective general manager must be a charismatic, passionate professional and have outstanding membership relations and communication skills.

The candidate must have an impeccable career path ensuring the highest standards of operation and attention to detail. Especially strong credentials in member development; quality food and beverage programming; golf operations; exceptional member/guest services; strategic planning; and most importantly, the ability to consistently define and achieve goals and objectives are desired.

Additional Qualities:

- Energetic & knowledgeable
- Highly visible and engaged with both members and staff, excellent interpersonal skills
- Candidate should be an entrepreneurial minded, proven self-starter
- Strong sense of personal responsibility and accountability
- Proven experience providing excellent service for members and guests
- Strong management and problem solving skills
- Ability to create defined performance metrics for department heads
- Experience creating a positive work space and boosting employee morale
- Team builder and mentor, an open, collaborative leadership style
- Possess excellent financial acumen and budgeting skills
- Demonstrated skills in food and beverage operations
- Understanding of and experience in membership demographics, marketing and retention
- Experience leading the strategic planning process
- Demonstrated success in funding and overseeing renovation and refurbishment plans
- Candidate should be active and well respected in their CMAA chapter

EDUCATIONAL AND CERTIFICATION QUALIFICATIONS

A bachelor's degree in business administration, hospitality management, or a related field of study is 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](#).

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

[CLICK HERE](#) to upload your resume and cover letter.

Lead Search Executive:

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