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GENERAL MANAGER PROFILE: EL NIGUEL COUNTRY CLUB LAGUNA NIGUEL, CA

EL NIGUEL COUNTRY CLUB

The Mission of El Niguel Country Club

To provide exceptional golf, dining, social, and entertainment activities for its members, their families, and guests that foster friendship and fellowship within a private member-owned setting.

The Vision of El Niguel Country Club

To brand our club as the area's highest quality private golf course committed to all levels of play from championship competition to social and family recreation. We will be the family center not only for golf, but for social gatherings of friends and family, related children's activities, and important community events.

El Niguel Country Club (the "Club") is in a unique setting starting about a mile inland from the Pacific Ocean. The Club is located in Southern Orange County on Crown Valley Parkway in Laguna Niguel, California. The golf course was created and opened by the Laguna Niguel Corporation, a subsidiary of Cabot, Cabot and Forbes Co., during the 1960's preceding any other development in the area. In 1976, the "Founders" of El Niguel created the private club that still thrives today. The Club is at its maximum capacity of 485 equity members and has been for many years. It is family oriented, without tennis or pool facilities. Its traditional-style golf course, measuring over 7,000 yards from the championship tees, is well laid out in a tree-lined valley with a creek meandering through the middle. The Club continues to evolve and improve while maintaining its long tradition of being a welcoming, friendly place for its members and their guests.

The Club has well-maintained facilities, having invested over \$6 million in the golf course over the past eight years with a concentration on water conservation. It has a state-of-the-art irrigation system, including lagoons for water storage, and recently completed 22 acres of turf reduction. Another \$3 million has been expended over the same timeframe on the clubhouse. Most of the clubhouse was renovated in 2012 with the remainder finishing in 2016.

The Club boasts some of the best male golfers in the area, has a well-run and vibrant woman's golf association (WGA), and has developed a thriving and growing junior golf program over the past eight years.

There are many social activities at the Club, including regular meetings of bridge groups, weekly live entertainment in the lounge/bar area, and theme parties throughout the year. The holidays are especially festive with a St. Patrick's Day party, Easter celebrations, Fireside Dinners, special Sunday brunches, a gala New Year's Eve Party and many more events.

Please visit the website: www.elniguelcc.com

El Niguel by the numbers:

- Total Annual Revenue: \$8 million
- Food & Beverage revenue: \$2.5 million
- Total number of members 608: Full Equity Members (485); Junior Associate (15) and Senior Associate (7); non-voting members and Social (101) non-voting members. The Club has maintained a full equity membership continuously for many decades.
- Total Number of Employees: 90
- Total Number of Rounds Played Per Year exceeds 40,000

GENERAL MANAGER POSITION DESCRIPTION

The General Manager (GM) acts as the chief operating officer and reports to the Club's Board of Directors. The GM is expected to provide quality leadership for the Club ensuring that members enjoy the finest level of service, a quality product and an exciting calendar of events. The GM is responsible for achieving all aspects of the Club's goals, and is expected to devote his/her full time and attention to operations, planning and staff performance and coordination. The GM has full responsibility for all day-to-day areas of the operations, including the oversight of the Club's income statement, balance sheet, cash flow, capital budget and long-range strategic plan.

Current direct reports include a Clubhouse Manager who also handles Membership, Food & Beverage Manager, Chef, Catering Director, Controller, Locker Room Manager, Golf Professional and Course Superintendent. The Club enjoys strong employee retention with over a third of employees having tenure in excess of ten years.

CANDIDATE QUALIFICATIONS

The qualified candidate should have extensive experience in all aspects of private club management, preferably with at least five years as general manager of a golf-centric, member-owned club.

The candidate should possess a strategic vision for a private club environment and interact well with all constituencies of the Club. The candidate should be a dynamic leader, personable, outgoing, an excellent communicator and a take-charge person who recognizes the importance of delegation and accountability. Of particular importance are the following traits:

- Proven experience providing "best in class" service levels for members and guests.
- Sound understanding of golf operations and golf course management.
- Leads by example with a genuine passion for excellence and attention to detail.
- Motivator who inspires managers and staff to provide exceptional service to members and who encourages team-building, employee motivation, and service training. The candidate will also encourage professional development of key employees.
- Highly visible, engaged manager with excellent administrative and organizational skills. The candidate should have demonstrated abilities in providing leadership and guidance to department managers, employees, Committees and the Board.
- Possesses exceptional financial and budgeting acumen.
- Demonstrated skills in food and beverage operations and quality are essential.
- Possesses the ability to work well with the Board and Committees, providing visionary leadership and sound guidance, along with well-reasoned recommendations. The Club is not looking for a "caretaker"

manager merely satisfied with maintaining the status quo, but rather an energetic and charismatic club professional who recognizes the need to stay fresh and relevant in today's club environment.

- Expertise in sales and marketing especially as it relates to club membership retention and new member recruitment.
- Especially strong communication and interpersonal skills coupled with the ability to be a strong, confident, accountable leader, diplomatic yet forthright with all club constituencies. For example, the candidate needs to be extremely comfortable with explaining Club rules to all members and guests, and must take responsibility for enforcing them.
- Strategic planning skills and experience overseeing capital projects is highly desired.
- The candidate should be active and well respected in his or her local and national CMAA organization.

EDUCATIONAL AND CERTIFICATION QUALIFICATIONS

A Bachelor's degree in Hospitality Management or Business Administration and the Certified Club Manager (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

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