

CHIEF OPERATING OFFICER (COO) PROFILE: TONTO VERDE ASSOCIATION RIO VERDE, AZ

THE CHIEF OPERATING OFFICER OPPORTUNITY AT TONTO VERDE

Tonto Verde Association is looking for a driven, high energy Chief Operating Officer (COO) who will possess a global view of what's best for the community. He/She will be a visible, proactive, transparent team leader for the Association. The future COO will have proven skills in communications, relationship building, leadership and team building, food and beverage services, community management, marketing, and have a clear focus on providing exceptional resident services and experiences. Strength in understanding the trends in clubs and communities along with experience in strategic planning and its processes are key strengths that the Tonto Verde Association is seeking.

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

The Tonto Verde Community

The Tonto Verde golf community offers residents golf course living at its finest with breathtaking mountain views in every direction. With two distinctly different and challenging 18-hole championship golf courses, designed by Gary Panks and David Graham, their Arizona golf retirement community near Scottsdale, AZ is a desert gem with national recognition for its charm and playability. Both courses, the Peaks and the Ranch, are immaculately maintained and known for being some of the finest greens in the Valley. The Tonto Verde Association and the Tonto Verde Golf Club operate independently of one another and have separate Boards of Directors, bylaws and financing.

Tonto Verde is very fortunate to have one of the very few 18-hole, natural grass, par 41 putting courses in the state of Arizona. The course is very popular with residents and their guests.

The award-winning Santa Fe Style Clubhouse is the center of community activity at Tonto Verde. With its outdoor terraces and beautiful lake and mountain views, the clubhouse is a central, welcoming location for golfers as well as those who enjoy seeing friends and neighbors for a variety of social activities. The clubhouse also offers several exceptional dining options from casual to elegant in their Mesquite Grill and Cimarron Dining Room as well as beautifully appointed event space for private functions.

The Clubhouse features a state-of-the-art fitness center that is designed to meet a wide variety of exercise needs and a year round heated pool and spa.

The Tonto Verde Association Vision Statement

To be known as a premier adult golf club community in the northeast valley.

The Tonto Verde Association Mission Statement

To enhance the quality of life for members and guests by fostering a nurturing and caring community spirit, appealing to diverse interests, featuring a world-class clubhouse surrounded by two exceptional championship golf courses. The Tonto Verde experience is based on the pillars of integrity, mutual respect, fiscal responsibility and a loving stewardship of the spectacular ambience and natural beauty.

TONTO VERDE ASSOCIATION BY THE NUMBERS:

- \$4.7M Annual operating revenue
- \$2.8M Annual dues revenue
- \$1.9M Annual F&B revenue
- \$3.6M in Cash Reserves
- 26,000 sq. ft. Santa Fe Style Clubhouse

- 9 Board members, 3 year terms
- 695 Acres
- 36 holes of golf (independently owned and managed)

Please visit the website at: www.tontoverde.org

COO Position

The Chief Operating Officer (COO) is hired by the Association board of directors, reports to the Association president and Board and is responsible for carrying out the board's policies. The COO will be held accountable for all areas of the Association and community and will ensure the synergism of all activities. He/she will be the visible, face of the Association and becomes the board's bridge to the staff and committees and enables the board to avoid the intricacies and short-term focus that is the staff's responsibility. This will allow the board to work more exclusively on the holistic and long-term focus of Association governance. He/she will prepare such special reports as may be requested by the board and will report back on the effectiveness of the Association's policies, operations and new programs.

The COO works closely with the Board members, committee members and chairs, other staff, the Tonto Verde Golf Club management and outside contractors and vendors to ensure the existence of a viable long term plan and strategy and the effective operation of the HOA and to preserve and enhance the assets of the HOA. The COO is assisted in these duties by member committees that plan and oversee various activities and operations for the HOA.

The characteristics of a successful COO include visibility, honesty, straightforwardness, integrity, accountability, leadership and dedication. He/she must demonstrate interpersonal relations skills, be an affable, clear, concise communicator, be administratively competent and be able to communicate the Association's vision.

Reports To: President of the Board of Directors (Board of 9 Directors)

Areas of expertise: Personnel management, financial and budget management, human resources, government relations relevant to planned communities, real estate marketing, food and beverage management, community relations, strategic planning, and board guidance.

Specific duties:

- The COO has clear "ownership" for day-to-day operations of Tonto Verde Association including complete and total responsibility for the management of a planned community with approximately 730 homes, a fitness center, a swimming pool, a putting course and a food and beverage operation.
- Coordinate community activities with the independent management of 2 on site 18-hole courses.
- Supervise accounts payable and receivable and coordinate with the contracted bookkeeping firm.
- Oversee the preparation of monthly and annual financial reports.
- Work with the Finance Committee to prepare an annual budget and support an annual audit.
- Coordinate all activities with the Board of Directors.
- Provide leadership to the Board of Directors regarding community needs and long range planning.
- He/she also assists the governing board in developing a format for assessing the progress of the Association and reviews any issues of concern with the governing board.
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- The COO keeps the governing board apprised of the organizational climate, identifying problems either actual or anticipated, communicates with the directors, and offers consultative assistance as well as shares responsibility with the governing board for the Association's organizational development and organizational change programs.
- The COO will support continuing education for key managers.
- Act as a non-voting staff member on the Design Review Committee.
- Engage in assertive outreach to all residents and onboarding of new residents.

- Work with local and state government employees and elected officials to ensure the needs of the community are met.
- Work with the leaders of adjacent communities on shared concerns.
- Work closely with the Human Resources Committee on employee policies.

Areas of particular emphasis:

- Marketing an age restricted golf community at the periphery of the local city.
- Maintaining a high-quality food and beverage operation which meets community needs at a minimum loss.
- Improve coordination with the co-located golf club.
- Improve relations between management and residents.
- Assess national trends in golf and country club development.
- Creating activities and programming to involve all residents in Club activities

Direct Reports:

- F&B Director
- Catering Director
- Executive Chef
- Marketing Director
- Admin/Clerical Staff

Oversight and Coordination:

- Outside Accounting
- Outside Landscaping
- Outside Contracting- Roads
- Outside Contracting- Wash Repair

Qualifications & Experience

- A verifiable record of working closely and successfully with club and community association boards and active committees.
- Experience with providing new amenities to the Club/Community that can be utilized and embraced by all residents.
- Extensive POA and/or HOA management and leadership experience.
- Ability to sustain a culture of quality service.
- Knowledgeable in “best practices” in top performing and high satisfaction associations/communities around the country.
- Understanding of the importance of Club success and residential real estate values.
- A history of developing “in house” talent and fostering a collaborative management atmosphere.
- Strong general management skills with verifiable strengths in leadership, financial performance, people skills, and recreational amenity management. Especially strong credentials are preferred in quality food and beverage programming, exceptional member/guest service relations, strategic planning, and project management.
- Proven and verifiable leadership qualities with demonstrated ability to direct, coordinate and control all facets of a unique residential community.
- Excellent financial skills, with the ability to quickly assimilate numbers and reports. Knowledgeable regarding typical Association financial issues and reporting. Must be aware of critical benchmarking and financial metrics to be regularly measured against goals and objectives.
- Exceptionally strong communication and facilitation skills, both written and verbal, with the desire and ability to interact effectively before diverse member constituencies.
- Experience in coordinating and overseeing major association, and community infrastructure repair, maintenance and capital improvement projects is highly desirable.

- A strong negotiator capable of managing significant complex issues involving land, water, and potential future development.
- Is decisive, visionary, committed, energized and passionate.
- Is capable of a high degree of self-motivation, resourcefulness and diplomacy.

Education:

A college graduate with a Bachelor's Degree in Business Administration or Hospitality Management with 5 years of progressive management experience in a similar, private, member-owned community; preferably in a bundled association/residential community. Certification is preferred.

Salary:

Salary is open and commensurate with qualifications and experience. Typical CMAA/CAI benefits and a competitive benefits & incentive package are offered.

IMPORTANT

We prefer to have you upload your resume and cover letter (in that order) to our resume service. Please note that you should have your documents fully prepared to be attached when prompted for them. **(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)**

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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