

GENERAL MANAGER/COO PROFILE: MORAGA COUNTRY CLUB MORAGA, CA

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Moraga Country Club (the Club) is both a Country Club and a Homeowners' Association (HOA) which includes 521 private residences, a clubhouse with restaurant, swimming pool, tennis facilities (12 hard courts) and a beautiful 18-hole golf course.

The Association functions under a set of Covenants, Conditions and Restrictions (CC&Rs), Bylaws and Rules and Regulations. The membership includes Owner Members (residential owners in the HOA are automatically part of the Club as an amenity to the neighborhood and is included in their monthly dues) and Non-Resident Members (Golf Associate and Tennis/ Swim Associate memberships are available for non-residents) who share access to the Club's many recreational facilities.

Operations are managed by a professional staff under the guidance of a member-elected Board of Directors. A number of standing committees provide member representation and recommendations to (the Club). Moraga Country Club was established in 1973, and has been a thriving community and recreational facility ever since.

The Club's 22,000 square foot clubhouse includes a bar and lounge area with additional patio seating, main dining room with golf course and valley views, adult locker rooms, kids' locker rooms, and meeting rooms. The aquatics facilities host one of the region's largest swim teams and are an active family gathering place for members and their guests. Fire pits on the tennis veranda provide an inviting social setting before or after club events and activities.

Moraga Country Club was recognized as a Distinguished Club, determined by the annual distinguished clubs award program run by BoardRoom magazine. The Club is a vibrant and active environment providing programming, services, and facilities for hundreds of members and their families of all ages.

Vision

Our vision is to provide value to Moraga Country Club members in a welcoming family environment that is a vital part of our larger community.

Mission

We will provide value and enjoyment to our members by striving to maintain a safe, well-kept environment with first class facilities while providing exemplary home owner and recreational services.

MORAGA COUNTRY CLUB BY THE NUMBERS:

- \$9.2M Annual operating revenue
- \$6.4M Annual dues revenue
- \$1.7M Annual F&B revenue
- \$4.2M Annual Gross Payroll
- \$5.1M in Cash Reserves
- 12 Board members, 3 year terms
- \$20,000 Initiation
- Membership count-category/monthly dues: 521-Homeowner/\$753, 375-Golf/\$560, 250-Swim & Tennis/\$335
- Non-Profit 501(c)3

Please visit the website at: www.moragacc.com

General Manager/COO Position

The General Manager (GM)/Chief Operating Officer (COO) is hired by the club board of directors, reports to the club president or executive committee, and is responsible for carrying out the board's policies. The general manager/chief operating officer will be held accountable for all areas of the club and community and will ensure the synergism of all activities. He/she will be the visible, face of the club 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 club governance. He/she will prepare such special reports as may be requested by the board and will report back on the effectiveness of the club's policies, operations and new programs.

The characteristics of a successful GM/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 club's vision.

Direct Reports:

- Director of HOA Building Maintenance
- Director of Clubhouse Maintenance, HOA Liaison
- Golf Course Superintendent & HOA Landscaping
- Controller
- Executive Chef
- Assistant to the GM Membership & Marketing
- F&B Manager
- Director of Golf
- Aquatics Director
- Director of Tennis

Key Responsibilities:

- The General Manager/COO (GM/COO) has clear "ownership" for day-to-day operations of Moraga Country Club including complete and total responsibility for the management and oversight of the HOA.
- He/She will be responsible to manage all of the key assets including Tennis, Aquatics, Food and Beverage, Golf Course maintenance, Golf Operations, HOA Landscape and Homeowner Building Maintenance, Community and Association relationships.
- The GM will work closely with the Town of Moraga (Town Manager, Town Council), St. Mary's College, and other organizations/people that have an important role in the town (e.g. Chamber of Commerce, Rotary) to foster these relationships and demonstrate MCC as a good citizen. Maintaining good relationships with these groups is very important to the future of Moraga Country Club.
- The GM/COO is a partner with the governing board in achieving the club's mission and discusses issues confronting the club with the governing board.
- He/she also assists the governing board in developing a format for assessing the progress of the club and reviews any issues of concern with the governing board.
- The GM/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 club's organizational development and organizational change programs.

The General Manager/COO:

- Monitors long- and short-term objectives, financial reports and prepares a financial plan for the club.
- Sets the standard for effective management, maintaining a high level of ethics, prudence, creativity, productivity and demonstrating a concern for the supervision and development of the staff.

- Helps the board to arrive at a consensus about important matters by providing pertinent information and interacts with the board to investigate more efficient operating procedures and new club activities.
- Apprises the governing board of trends, changing circumstances and unexpected occurrences that could call for innovation or adaptation of the strategic plan.
- Helps to set and maintain high standards for all facilities, services and communications.
- Oversees all programs, services and activities to ensure that objectives are met.
- Coordinates and edits all membership and public relations communications.
- Maintains a comprehensive knowledge of operational procedures and principles used throughout the club and takes responsibility in developing, maintaining and documenting consistent procedures.
- Has knowledge of key situations or problems facing the club/community.
- Monitors all activities in progress in order to achieve the Board's objectives and provides feedback to the governing board on the progress being made.

Qualifications & Experience

- A verifiable record of working closely and successfully with member-owned club boards and active committees.
- Extensive POA and/or HOA management and leadership experience.
- CCAM license preferred.
- A verifiably unblemished career track that demonstrates a record of tenure and commitment to previous employers, where career moves were for enhancement of skills and experiences.
- Ability to sustain a culture of quality service.
- Knowledgeable in "best practices" in top performing and high member satisfaction clubs/communities around the country.
- 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.
- Experience in a member-owned club/community environment is critical. The GM/COO is ultimately responsible for all assets and components of Moraga Country Club and the HOA.
- Verifiable ability to attract, hire, develop and lead a high performing team of professionals while setting and maintaining standards of performance.
- Proven and verifiable leadership qualities with demonstrated ability to direct, coordinate and control all facets of a unique residential community club with numerous and diverse membership categories.
- Excellent financial skills, with the ability to quickly assimilate numbers and reports. Knowledgeable regarding typical club 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 club, HOA residences, 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 10 years of progressive management experience in a similar, private, member-owned premier club; preferably in a bundled club/residential community.

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.

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