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DIRECTOR OF GOLF PROFILE: JUPITER HILLS CLUB TEQUESTA, FL

THE DIRECTOR OF GOLF OPPORTUNITY AT JUPITER HILLS CLUB

Jupiter Hills Club is seeking a Director of Golf (DOG) who demonstrates impeccable leadership skills, energetically promotes team member growth and engagement, and consistently delivers an exceptional Member experience. The DOG will oversee the performance of all golf operations and related services. The position will promote an exceptional “golf experience” and provide excellent services and programs for all members, their families, and guests.

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

JUPITER HILLS CLUB

In the late 1960’s, William Elliott, George Fazio, William Clay Ford, Sr., and Bob Hope joined ranks for the purpose of establishing an exclusive, private golf club in southeast Florida – a club that would eventually rank among the finest in the world. The Jupiter Hills Club they formed, with its two 18-hole championship courses, has achieved the singular distinction the original founders conceived for it. It is today considered one of America’s finest private golf clubs.

Jupiter Hills Club is located in the affluent Village of Tequesta, in Martin County, just north of the Palm Beach County, Florida line. The Club is in a natural setting unlike any other in South Florida. Nestled amidst some of the highest natural elevations in South Florida and bordering Jonathan Dickinson State Park, Jupiter Hills Club offers scenic views of Jupiter Island, the Atlantic Ocean, the intracoastal waterway and beautiful terrain and wildlife. Members are dedicated to the preservation of traditional golf played in a warm, friendly environment surrounded by the unrivaled natural beauty of South Florida.

The focus at Jupiter Hills has always been about the game of golf. A simple philosophy of pristine course conditioning, open tees, and friendly tradition is what has earned Jupiter Hills its sterling reputation.

Jupiter Hills maintains selective and exclusive membership criteria. The members and staff are trusting and respectful of one another, with an overall understated elegance and non-pretentious nature to interactions. The staff is courteous and professional, with club rules that adhere to the traditions of the game of golf.

The beautiful 40,000 square foot clubhouse sits atop the highest point in South Florida, nearly 70 feet above sea level. The Club’s world class amenities include fine and casual dining, a state-of-the-art golf learning center, and fitness center with spa and rehabilitation services.

George Fazio and his nephew, Tom Fazio, designed both 18-hole courses -- the Hills Course in 1970 and the Village Course in 1979. Currently the Club’s largest project is the renovation of the Village Course, which began in late April. Renovations include the re-grassing of a few selected tees and all fairways, approaches, and greens. Once complete, the course will feature Paspalum tees, Celebration fairways, TifGrand collars and approaches, and TifEagle greens. The Village Course is scheduled to reopen in October 2017.

Jupiter Hills Club is proud to host the 2018 U.S. Amateur Four-Ball Championship. The U.S. Amateur Four-Ball Championship is one of the newest national championships conducted by the USGA. Jupiter Hills follows host clubs The Olympic Club in 2015, Winged Foot Golf Club in 2016, and Pinehurst in 2017.

The Golf Learning Center at Jupiter Hills allows members to combine all aspects of instruction and club fitting into their golf games. Using state-of-the-art electronics, world-class golf instruction, and an on-site master clubfitter, the Learning Center is one of the finest in the world. It boasts three teaching bays, each outfitted with V-1 Video Analysis Software broadcast on 60-inch high definition televisions, and TrackMan launch monitors. The PGA Professional Staff enhances members' enjoyment and understanding of the game through individual or group lessons.

JUPITER HILLS MISSION STATEMENT

"Jupiter Hills is the product of the genius of William Clay Ford and George Fazio. Mr. Fazio designed and constructed the world-renowned Hills Course and later the challenging Village Course. We are dedicated to maintaining the integrity of the original course design and adapting it to current technologies and skills. Our continuing objective will be to complement the genius reflected in our course designs with impeccably maintained golf facilities that present a lifetime of challenges to the membership whatever their skill levels.

We will follow carefully other tenets that our golf serious members hold so important to our uniqueness, our success, and enjoyment --- limited membership which leads to uncluttered play and easy access to our courses, no starting times and a golf agenda that minimizes infringement on member access to the courses.

The members of Jupiter Hills have a deep respect for the game of golf and of equal importance is the respect they hold for each other. Ours is a Club of equals who share a desire to live and play in a relaxed atmosphere in which harmony is considered to be paramount.

We take pride in the quality and professionalism of our staff. While we expect friendly, relaxed, courteous and attentive service, our members, in turn, extend these same considerations to everyone employed at Jupiter Hills.

Membership at Jupiter Hills is a privilege and that concept should guide our every action."

JUPITER HILLS CLUB BY THE NUMBERS:

- 400 members (160 of whom live in the gated community)
- \$125,000 Initiation fee
- \$17,300 Annual dues
- \$110,000 Hard goods volume (Golf)
- \$355,000 Soft goods volume (Golf)
- \$399,136 Gross payroll (Direct Reports)
- 35,000 Annual Rounds of Golf
- 135 Employees - Club
- 6 Direct Reports – (Golf)
- 9 Board members

DIRECTOR OF GOLF JOB DESCRIPTION

The DOG at Jupiter Hills is truly the “golf ambassador” of the Club. He or she must embody the highest levels of integrity, professionalism and diplomacy, and be a highly active, engaged, and visible presence with both members and staff. He or she will be a “go-to” individual who takes ownership of the operation and be a highly visible and engaged senior manager. The ideal candidate is a true visionary for JHC’s golf operations and beyond. While building relationships with every constituency within the JHC membership, the DOG is someone who needs to have his or her finger on the pulse of all operations.

The DOG must be an exceptional leader and manager who recognizes and respects the contributions of volunteer members and staff of all levels. The DOG must be capable of both guiding and holding members and staff accountable to achieving and maintaining high standards. He or she will directly manage all areas of the golf operation and work closely with the Director of Golf Course Maintenance and other department heads, while reporting to the General Manager. The position will promote an exceptional golf experience and provide creative services and programs for all members and guests. The DOG is expected to be a strategic leader of the golf experience at Jupiter Hills and therefore a person of intellect, vision, planning, and business acumen.

The DOG’s direct reports at present include: First Assistant Golf Pro, Director of Outside Operations, Starter, Locker Room Manager, Golf Shop Merchandiser, and Director of Instruction.

Critical success factors for the D.O.G. include:

- Ability to be highly visible and secure high levels of membership satisfaction
- Ability to create a strong identity for JHC professional staff and develop an effective plan to attract and retain talent
- Ability to train and develop staff members in an effort to promote them to jobs of greater responsibility at other clubs
- Ability to develop and maintain, and consistently enforce, high standards of conduct, performance, and standard operating procedures
- Ability to effectively communicate with all staff, not just in golf operations, recognizing the “one club, one team” philosophy
- Being consistently innovative with programming, and ensuring the same level of engagement from the team in his or her absence
- Ensuring that all members within the Club look at him or her as “our” DOG, and not as being partial or showing favoritism to any individual or group

There are areas within the JHC golf operations that are performing at an exceptional level and may need to simply continue or need only slight “polishing.” Understanding when and where to prioritize is very important.

While they are looking for the consummate golf professional in all aspects of competencies and experiences, the successful DOG needs to be a great generalist, meaning a good player, a good instructor, a good merchandiser, a good innovator, a good tournament host and marketer, and above all, a great communicator! They are looking for a special person who embraces the golf experience at Jupiter Hills, and who, by personal persuasion and commitment, creates support for his or her efforts.

KEY RESPONSIBILITIES

While all typical competencies are important, their need is for a DOG who will:

- Provide quality leadership and a positive, highly visible and engaging style; be a real people person and communicate openly and freely with members

- Work closely with the Golf Committee and Board of Governors to define and perpetuate a “Jupiter Hills Member and Guest Golf Experience” that meets the high expectations of the Club’s membership
- Maintain a professional appearance and a respectful, integrity based style in all interactions
- Lead and manage the overall golf program, recognizing the responsibility to grow the game at JHC
- Work closely with the Director of Golf Course Maintenance and other key departments in coordinating scheduling issues, demonstrating a strong team player leadership role
- Be ambitious and motivated; provide an energy and enthusiasm for both the Club and the game of golf
- Be responsible for all golf operations including golf shop, merchandising, bag room, starter and practice facilities, and the locker room
- Recruit, hire, and train the professional golf staff and all employees within the golf operation
- Oversee golf instruction and player development programs for all member segments
- Manage fiscal responsibilities for all golf areas including planning, budgeting, monitoring, and corrective management
- Oversee all operational policies, procedures, controls, and fee structures to ensure the safekeeping of assets, inventory, and resources
- Represent the Golf areas at club meetings and information sessions
- Maintain and promote a superlative professional image within the community and golf world
- Must be an organized, competent, respected manager and possess outstanding customer service skills
- Must be able to perform all physical requirements of a Head Golf Professional including the ability and confidence to play golf with members and in various club events
- Must have good computer skills and be proficient in golf operations software, including but not limited to: handicap, POS, word processing, GPS, and tournament programs
- Maintain the ability to analyze and interpret data and prepare reports

CANDIDATE QUALIFICATIONS

KEY CHARACTERISTICS

- A strong and passionate leader with a proven track record of providing premier services in a dynamic, preferably multiple course, exclusive membership environment
- Accomplished PGA professional with extensive Head Professional (top role) or Director of Golf experience; *this is a role for those who have already attained Head Professional or Director of Golf status.* Consideration will be given to candidates who meet these criteria, regardless of where they are in the world at present.
- A proven track record in player and program development working with all levels of playing abilities and diverse skill levels to grow the game
- A strong team leader focused on two-way communication with all team members
- A highly visible and interactive individual committed to engaging members at every opportunity to develop high levels of member satisfaction
- A team builder who has a history of attracting, developing, motivating, and retaining a high-performance team of professionals to propel the operation forward
- Significant tenure and experience in similar club environments where traditions and respect, both personally and with the Club, are intrinsically rooted

OTHER QUALIFICATIONS

- A verifiable record of working closely and successfully in a private club, with an active Board and committees, while providing visionary leadership and partnership with the general manager

- 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 as opposed to unplanned career changes
- Ability to sustain a culture of quality service
- Knowledgeable in best practices in top performing and high member satisfaction operations across the country
- A high level of golf playing ability
- Verifiable ability to attract, hire, develop, and lead a high performing team of professionals while setting and maintaining standards of performance appropriate to perpetuating the mission and values of JHC
- Exceptionally strong communication skills with members and staff, creating an open exchange environment to move the golf operations forward in a consistently positive, passionate manner

EDUCATIONAL AND CERTIFICATION QUALIFICATIONS

Preferably a college degree, and a minimum of a “Class A” level registration within the PGA. Further, a verifiable commitment to continuing education within the PGA.

SALARY & BENEFITS

Salary is open and commensurate with qualifications and experience. The club 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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