

## GENERAL MANAGER PROFILE: RAMS HILL GOLF CLUB BORREGO SPRINGS, CA

### THE GENERAL MANAGER OPPORTUNITY at RAMS HILL GOLF CLUB

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

#### EXECUTIVE SUMMARY

- The Rams Hill Golf Club seeks a club/resort management proven leader for a career-defining opportunity in providing the highest level of golf and dining services.
- Rams Hill has been resurrected and rebranded under its new ownership and seeks to establish itself as the premier resort course in the region.
- Rams Hill Golf Club's Tom Fazio design is one of the top courses, if not the finest daily fee/resort course from San Diego and Palm Springs. Recent accolades included the #1 golf course in the United States for 2016 from *Golf Advisor*; *Golf Week's* #5 Best Course You can Play in California for 2017 and #32 on *Golf Week's* Best Resort Courses for 2017.
- The facilities at Rams Hill Golf Club are exceptional: a magnificent clubhouse sits on a hillside looking out over the golf course, water features, the desert and mountains, and the Fazio designed golf course.
- The course/development is in strong financial condition with an engaged and enthusiastic ownership. Corporate infrastructure in the owner's Denver office provides support to the position and service to the on-site team for finance, accounting, human resources and legal allowing on-site team to focus on execution of the customer experience. Position reports to the chief executive officer of Rams Hill, who operates through the owner's Denver office, and will have regular contact with the owners through monthly meetings.

#### KEY ATTRIBUTES AND AREAS OF FOCUS

- Proven ability to attract, retain, and develop a team that understands what constitutes a world-class golfer experience and is excited by the challenge of delivering at that level.
- Passion for excellence in every aspect of the business.
- The ability and desire to engage proactively with staff in a manner that drives high levels of engagement, excitement, and enthusiasm.
- Proven success at raising the quality and consistency of food and beverage operations and guest utilization.

- Strong business skills, uses strategic plans, budgets, and metrics to set goals, measure and report on performance, and make course corrections when needed.
- Demonstrated experience in creating strong marketing programs to attract new golfers and groups.

## **RAMS HILL GOLF CLUB**

Four years ago, the Considine Companies acquired Rams Hill Golf Club and development, a total of 3,200 acres. The Golf Club, an exceptional Tom Fazio course, was completely renovated and literally brought back from the dead and reopened in November of 2014. It is open to the public and offers golfers a chance to play one of the great golf courses in California whose accolades are growing each year. The progress over the last three years has been significant and Rams Hill desires to invest in key talent to position the team to continue the rate of improvement. This is an exciting opportunity for General Manager Candidates who have a visionary outlook, a natural and insatiable curiosity to explore the boundaries of possibility for extraordinary experiences, and an eye and focus for details. The candidate will appreciate and be fed by the opportunity to be at the forefront of leading the service and operations initiatives, while transforming the product offering to create one of the finest golf experiences in all of California.

### **RAMS HILL GOLF CLUB BY THE NUMBERS:**

- 14,000-18,000 rounds across its November through May season
- 15,000 sq ft Clubhouse
- Tom Fazio Golf Course
- Residential community consists of approximately 325 existing homes

RAMS HILL GOLF CLUB WEBSITE: [www.ramshillgolf.com](http://www.ramshillgolf.com)

## **GENERAL MANAGER POSITION DESCRIPTION**

The General Manager will serve as Chief Hospitality Officer, ensuring that the golfers and property owners will have exceptional experiences. He or she will manage all aspects of club operations including its activities, logistics and the relationships between the club and its guests, employees, community civic and charitable groups, and vendors. The General Manager is expected to be involved in local civic organizations in support of Rams Hill's objective to be an employer of choice in its local market.

The General Manager is expected to be the leader of the Club and shall provide the highest level of service to golfers and guests. He or she is responsible for the success of the Club's goals and is expected to devote their full-time attention to operations, planning and staff performance.

The General Manager has full responsibility for all of the day-to-day operations and executes the annual plan with support and oversight from the Denver office. He or she develops and executes operating policies, standards, and procedures, including financial oversight of the income statement, balance sheet, cash flow, capital budget, project management, and strategic planning all through a collaborative process with owner's Denver office.

The GM directs the work of all department managers and employees to ensure that premium, proactive, personal, gracious and professional services are provided to guests.

## ESSENTIAL DUTIES

- Recruits and selects team members who share a passion for delivering an exceptional customer experience.
- Lead team members into a culture of exceptional service.
- Ensures that premium standards of golf operations/customer service, course conditioning, and food and beverage, are delivered consistently.
- Initiates and monitors policies relating to personnel actions, training and professional development programs. Conducts routine employee evaluations as a part of promoting a culture of clear communication with all team members.
- A high degree of visibility and being in the public eye insuring that guests are welcomed to a special atmosphere of warm customer service.
- Coordinate sales and marketing to promote the club's golf and dining options.
- Reviews and initiates programs to provide golfers and diners with a variety of popular events.

## DEPARTMENTS REPORTING TO THE GENERAL MANAGER

- Food & Beverage Director
- Director of Golf
- Executive Chef
- Director of Agronomy
- Building Maintenance Director

## CANDIDATE QUALIFICATIONS & EXPERIENCE

The ideal candidate is a true leader with exceptional club/resort management experience, knowledge and skills. The candidate must have a proven track record of successful operational management for a premier-level golf resort or club. The successful candidate has impeccable attention to detail as well as a big picture focus. Demonstrated skills in food and beverage operations and quality are essential and the ability to adjust to a seasonal resort schedule.

Seven to ten years of progressive management experience at a high end club community, hotel or resort is desirable, as well as, a college degree and the Certified Club Manager (CCM) designation.

The successful candidate will be a proven businessperson with exceptional financial, budgeting, and business planning skills that have yielded verifiable results. The candidate must enjoy and embrace the challenge of strong fiscal management while at the same time delivering the quality and range of services and innovative programming to enable Rams Hill to continue to attract golfers.

Strong general management skills with verifiable strengths in inspirational leadership, executive presence, people skills, and recreational amenity management are important.

Especially strong credentials in exceptional food and beverage programming; golf operations; golfer/guest service programming; and most importantly, the ability to consistently define and achieve goals and objectives are all desired.

The prospective general manager must have a record of impeccable integrity and be a highly visible, charismatic, passionate professional with outstanding golfer/guest relations and communication skills, both written and verbal.

The new General Manager will enjoy positively coaching department managers and employees and must demonstrate proven leadership skills in team building, employee motivation and service training.

Knowledge of real estate and experience with developments is considered valuable, but not required. Experience with renovations and project management would also be valuable and could be utilized when other responsibilities are well managed.

### **SALARY & BENEFITS**

Salary is open and commensurate with qualifications and experience. The club offers an excellent bonus and benefits package.

### **INSTRUCTIONS ON HOW TO APPLY**

We prefer to have you upload your resume and cover letter (in that order) using the link below. 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)

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](mailto:nan@kkandw.com)

[Click Here](#) to upload your resume and cover letter.

### **LEAD SEARCH EXECUTIVE:**

Armen Suny

[armen@kkandw.com](mailto:armen@kkandw.com)

(303) 570-2741

### **PARTNER:**

Richard Kopplin

[dick@kkandw.com](mailto:dick@kkandw.com)