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ASSISTANT GENERAL MANAGER PROFILE: BIG CANYON COUNTRY CLUB NEWPORT BEACH, CA

THE ASSISTANT GENERAL MANAGER OPPORTUNITY AT BIG CANYON COUNTRY CLUB

An amazing opportunity exists for candidates with a successful track-record of leadership and high-quality operations management in private clubs or high-end establishments in the hospitality industry. We are conducting the Assistant General Manager search for Big Canyon Country Club located in Newport Beach, California. The candidate will be an integral part of a high-performing team at one of the premier clubs in Southern California. The position will prepare the candidate for the next career phase, General Manager.

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

BIG CANYON COUNTRY CLUB & COMMUNITY

Big Canyon Country Club is an extraordinary golf community located near the heart of the Newport Beach business and shopping district. The Club is convenient to the local beaches, airport, and a 45-minute drive to Los Angeles. Newport Beach is a sophisticated and picturesque Southern California city with eight miles of beachfront and a boat-filled harbor. Tourists and locals enjoy the array of stunning beaches, nature preserves, art and cultural activities, eclectic restaurants, and romantic sunsets.

Established in 1971, Big Canyon Country Club is a private, member-owned club where generations of families and their friends gather. The Club's goal is excellence through uncompromising service to its members in a caring and respectful manner. The staff provides high levels of service and a warm, welcoming atmosphere to the members.

Big Canyon Country Club's 18-hole course offers terrific views and challenging play for golfers at every skill level. Well-groomed fairways and greens keep Big Canyon Country Club difficult yet friendly, and the golf staff offers expert instruction and tips.

The homes in the community were built in the early 1970's as premier luxury homes in the Fashion Island area of Newport Beach. They were built around the course, offering owners stunning golf course views.

- Full service, 364 days a year
- Extremely active dining services with an average of 175,000 covers annually of which 85% are member meals and Club events
- The wine program is a signature amenity and under the direction of a Master Sommelier generates over \$1 million in annual sales
- 70,000 sq. ft. clubhouse opened in 2009 and includes multiple dining venues as well pool, tennis, fitness and spa services.
- Under the direction of the Youth Activities Manger, there is a full slate of family programming including swim team, summer camp, cotillion, child care, sports camps and holiday events
- The Club is technology forward in terms of the infra-structure, management systems and member communications
- Hosted 2 USGA Championships and multiple US Open Qualifiers in recent years
- 1 year waiting list for golf membership and 6 years for social

BIG CANYON COUNTRY CLUB MISSION STATEMENT

Big Canyon Country Club is a full amenity private country club committed to excellence. The Club provides golf, dining, social and recreational services and facilities to meet the needs of its members. This is accomplished through:

- Safe, well maintained facilities where members can enjoy their surroundings with family, friends and guests.
- A well trained and motivated staff.
- Excellent communication with members and staff.

BIG CANYON COUNTRY CLUB VISION

Big Canyon Country Club will be the premier private country club in the western United States. We will provide our members and their families a country club that is unequalled in our region in both quality and service. To achieve this Big Canyon will be dedicated to the following:

- Attracting and retaining the most outstanding members in all categories
- Providing and maintaining a superior golf experience
- Providing the highest quality food and beverage as well as recreational experience
- Operating in a sound fiscal manner offering members good value for their dues
- Providing operational excellence by attracting and retaining the best available talent
- Offering facilities that meet or exceed the expectation of a membership that has invested in a private club environment of the highest quality
- Providing a diversified scope of quality family and youth activities

CLUB VALUES

Purpose: The Club will provide a wide range of quality programs and facilities consistent with the expectations of the members and their families.

- *Membership*
The Club will maintain a full complement of members, attracting and retaining outstanding members in each membership category.
- *Golf*
The golf course and its support facilities will be among the finest of member equity clubs in the southwestern United States. A golf master plan is to be developed and updated before a major improvement is initiated. Future improvements and material modifications to the course will be consistent with this plan or the plan will be so modified.
- *Governance*
The structure of the Club governance will be representative of the members' interests and will be designed to provide a balanced decision-making process including opportunities for input by members through the officers, directors and committees of the Club.
- *Finance*
In accordance with defined fiscal policies the Club will be operated on a sound fiscal basis, with positive cash flow and provisions for capital improvements.
- *Facilities*
The Clubhouse will be maintained in excellent condition. The facilities will be Master Planned to assure quality and to provide for growth in an orderly fashion. Capital improvements will proceed in accordance with the plan.
- *Management*
The Club shall be operated through the General Manager system supported by a management team of high quality. The Board of Directors will establish policy and the General Manager will operate the Club on a daily basis.
- *Food and Beverage Services*

The food and beverage department will provide consistently outstanding product quality and service, priced 10-15% below the local market. The dining program will exceed member expectations. Private function facilities will be offered as a service to members and their accompanied guests however the scheduling of these activities will be sensitive to their impact on member dining.

- *Human Resources*

The Club will provide a safe, supportive work environment, which encourages continued education and advancement while recognizing each employee's contribution to the Club.

BIG CANYON COUNTRY CLUB BY THE NUMBERS:

- 1971 Established
- 1015 - members
- \$195,000 - Initiation fee
- \$17,500 - Annual dues
- \$25M - Gross volume
- \$13.6M - Annual dues volume
- \$7.5M - F&B volume
- \$10M annual Gross payroll, (\$13 million with benefits)
- 300 Employees in-season; 265 off-season
- 10 Board members
- 64 Average age of members

BIG CANYON COUNTRY CLUB WEB SITE: www.bigcanyoncc.org

ASSISTANT GENERAL MANAGER JOB DESCRIPTION

The Assistant General Manager (AGM) assumes all management responsibilities of the Clubhouse Operations of Big Canyon Country Club and functions as the key operating manager in the absence of the General Manager.

The AGM:

- Provides quality leadership and contributes to the positive atmosphere of the Club and associated operations.
- Reports to and partners with the General Manager in all operational and functional areas of the Clubhouse as needed and directed.
- Overseas staff management: Catering Manager, Executive Chef, F&B Director, Recreation Director Facilities Director, Communications Director, Member Services Director, Valet and Housekeeping.
- Is a Member of the Executive Staff Team and works closely with the Controller, Human Resource Director, Membership Director, Golf Course Superintendent, Golf Professional and Clubhouse Facilities Director on all building and maintenance projects.
- Oversees technology applications and improvements throughout the operation and serves as the Club's point of contact with the outsourced support vendor.
- Works with contractors to assure quality of service and adherence to contract terms.
- Interacts positively, professionally, with poise, and politely with all team members, vendors and the community to promote a team effort.
- Maintains and continually improves on Member service quality in the management of direct reports, all relevant Club environments, operation of the Clubhouse, and all events and programs presented for the members.
- Seeks out new and innovative ways to meet and respond to the needs and demands of the ever changing and diverse age group of the membership. Displays strategic thinking, excellence, passion, and forethought.
- Follows directions, welcomes feedback, and takes criticism appropriately and interacts with all co-workers, members and guests with respect and courtesy.
- Is a complete team player. Meets deadlines and follows through on requests/questions from members and team members. Proactively seeks solutions, and involves team members in the decision making process.

- Must maintain a “lead by example” approach within the clubhouse while maintaining a very upbeat, “can do” and “get it done” attitude toward members, services, programs, and initiatives.
- Is responsive to members’ requests and strives to find creative ways to accommodate reasonable requests. He or she believes in the service philosophy: “the answer is ‘yes,’ what is the question?”
- Personally handles member and guest incidents and complaints and advises the General Manager regarding appropriate corrective action.
- Ensures that Big Canyon Country Club members enjoy outstanding food and beverage operations by providing appealing menu offerings that are appropriately priced and featuring respectful, efficient, and exemplary service. Food & Beverage operations are a primary focus of the AGM.
- Establishes and maintains open and approachable relationships with the Membership while being proactive to their needs. The expectation is to address Members by name and maintain visibility and a management presence during at critical times.
- Coordinates with the GM, as appropriate, on clubhouse staff compensation, benefits, performance appraisals, disciplinary actions and other significant personnel actions, including keeping the GM informed of significant changes before they occur.
- Coordinates closely with Human Resources for new hires, terminations, performance evaluations, and employee relation issues and is responsible for hiring, training, developing and evaluating staff.
- Places great importance on staff communications and interaction. Conducts weekly staff meetings and pre- and post-event meetings to ensure understanding of the expectations and quality of outcomes for every member experience.
- Implements agreed to Standard Operating Procedures with staff that supports a culture of Service Excellence.
- Is an important mentor for department leaders and associates.
- Inspects to ensure that all safety, sanitation, energy management, preventive maintenance and other standards are consistently met.
- Effective project management skills versed in how to keep track of deadlines, milestones, and critical paths.
- Assists the GM and Controller with budget preparation and adheres to budgetary guidelines in management and operation of Clubhouse, including costing of events, personnel costs, and projections for the operation of all departments under their control.
- Develops an annual capital budget for all responsible departments.
- Develops an operating budget for each of the department’s revenue outlets; after approval, monitors and takes corrective action necessary to assure that the budget’s sales and cost goals are attained.
- Ensures that appropriate controls and cost-effective procedures related to employee payroll, purchases, inventories, supplies, and other necessary expenditures are in place.
- Provides proactive, accurate, timely and meaningful reports and analysis.
- Keeps the GM informed of all significant or potentially significant operating matters, problem areas, achievements, or other matters of importance.
- Delegates appropriate responsibility to department leaders while remaining responsible for clubhouse operations—giving credit to the team and taking responsibility for any shortcomings.
- Plans and conducts regularly scheduled department meetings.
- Attends weekly or special management and staff meetings, Committee meetings, and any other meetings as required.
- Is responsible for the proper planning and execution of Recreation and House Committee meetings, Employee Council meetings, and serves as an ad-hoc member for the Tournament and Finance Committees.
- Undertakes special projects and assumes other duties and responsibilities as directed by the General Manager.
- Maintains professional memberships and attends educational offerings that benefit both the Club and their personal career growth.
- The ability to effectively collaborate with member and staff leadership.

CANDIDATE QUALIFICATIONS

The ideal candidate:

- Has three to five years of management experience in a similar, high-end hospitality environment.
- Is a passionate and highly motivated, detail oriented professional who enjoys full member engagement and making each moment special and memorable for members.
- Has a fundamental understanding of what constitutes a “premier Club experience,” and the proven ability to execute to that level.
- Possesses a good sense of humor and an ability to have fun.
- Must remain calm under pressure and maintain expedient execution of events, resolution of conflicts or complaints, while maintaining a leadership position overall.
- Must possess effective problem-solving, effective verbal and written communication skills, while demonstrating respect and achieving respect of the staff and the Executive Staff team.
- Has a verifiable track record of successfully leading and growing dynamic clubhouse operations including building revenues, controlling costs and meeting or exceeding planned and budgeted bottom line goals with a working knowledge of financial acumen, HR policies and regulations and objectives in food and beverage operations.
- Required computer skills of Word, Excel, Outlook, POS systems, and time management systems. Web based training including use of reservations systems a plus, as well as familiarity with social media as a business tool.
- Has strong listening skills and is able to absorb a multitude of ideas and filter to the most important and viable options for action and completion.
- Has the ability to interact effectively before diverse constituencies of members, board members, committees, staff, vendors and other people who are part of the Big Canyon family.
- Has a fundamental understanding of all facets of the club including golf operations, agronomy, facilities, fitness and recreation
- Embraces the service ethic and displays a passion for providing the consummate member experience on a daily basis.
- Is a professional with a verifiable, positive career track, someone who has been a “difference maker” wherever the candidate has been in the past.
- Is confident in his or her abilities yet humble in his or her interactions.
- Has a professional appearance and demeanor and expects the same from his or her staff.
- Aspires to progress to a GM role with a continuous desire to improve him- or herself.

EDUCATIONAL AND CERTIFICATION QUALIFICATIONS

- A Degree is highly desirable, preferably in Hospitality Management or Business.
- In lieu of the degree, substantial private club or hospitality experience will be considered.
- Hospitality industry certifications preferred but not required, designation preferred (CCM, CCE, CMC, CHA, CFBE, CHTP, CHAE, FMP, SHRM).

SALARY & BENEFITS

Salary is open and commensurate with qualifications and experience. The Club offers excellent benefits including Medical (PPO and HMO), Dental, Vision, Life and AD&D, 401K, vacation, paid sick leave, golf privileges, tuition reimbursement, meal and golf shop discounts, along with generous rewards and recognition programs.

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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