

CHIEF OPERATING OFFICER PROFILE: THE COUNTRY CLUB AT CASTLE PINES CASTLE ROCK, CO

THE CHIEF OPERATING OFFICER OPPORTUNITY AT THE COUNTRY CLUB AT CASTLE PINES

EXECUTIVE SUMMARY

- One of the premier private country clubs in the region.
- Jack Nicklaus signature designed golf course.
- Spectacular views and exceptional experiences, just minutes from downtown Denver.
- Excellent dedicated staff.
- Seeking a Chief Operating Officer who defines and demonstrates a management and leadership style and promotes a culture that results in member satisfaction and employee engagement while consistently meeting the annual and long-range financial and strategic goals of the club.

KEY ATTRIBUTES AND AREAS OF FOCUS

- Ability to act as a thought partner with the Board and its Committees.
- Cultural development through good hiring, training, communication, and fostering a strong team work ethic.
- Strong understanding of superb dining attributes and other food and beverage experiences for the club members and guests.
- Effective financial management skills through oversight of annual operating and capital budgets.
- Sincere and consistent member and staff engagement and visibility to members and staff as the face of the club.
- Superior communication skills, exuding energy, and creativity.
- Attentiveness to member services, programming, and satisfaction.
- Process driven leadership; setting standards of performance and execution and ensuring they are consistently maintained is critical.
- Recognizes the club's marketplace, location and culture and works to position the club within the community as a desirable and admired club.
- Capital project and renovation oversight experience.
- Strong leadership and strategic planning experience.

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

COUNTRY CLUB AT CASTLE PINES & COMMUNITY

Located 7,000 feet above sea level, The Country Club at Castle Pines (CCCP) is an exceptional Colorado country club and is the premier club within the Castle Pines Village, which is located just 25 miles south of downtown Denver in Castle Rock, Colorado. This is a private, gated community that offers residents a quiet mountain lifestyle, with easy access to the arts, culture, recreation and nightlife in addition to providing various amenities.

The expansion of the Denver Metro area has produced development of many new communities in and around Castle Rock which has driven membership opportunities for CCCP. Currently, nearly 30% of all CCCP members do not live within Castle Pines Village. The board expects this continued development and population increases to drive membership opportunities at CCCP and project a continued rise in non-resident members.

The Country Club at Castle Pines was established in 1986, and the Clubhouse was originally opened in 1993. In 2013, the Clubhouse underwent a \$5M renovation that included the addition of a breathtaking 6,000 square foot outdoor dining terrace. The fall of 2016 marked the beginning of a major golf course renovation to include improved playability for all levels of golfers, a rejuvenated course with larger, resurfaced greens, a more enjoyable golfing experience for members and guests, and tournament-quality golf on a daily basis.

The club's Signature Jack Nicklaus golf course weaves seamlessly into the Rocky Mountain landscape. This award-winning course provides members and guests with an unmatched golf experience, complete with wildlife, rugged terrain, and breathtaking mountain views. The golf shop has received many accolades, including 2015 Association of Golf Merchandiser's Platinum Award, PGA Merchandiser of the Year, and *Golf World's* 100 Best Golf Shops in 2011.

The classic, rustic atmosphere is unlike any other in Denver. Individuals, families, golfers, and non-golfers join The Country Club at Castle Pines for many reasons - challenging golf, top-notch dining, fun, and original family activities; but they stay for the connections. These lifelong connections are made over a beer in the Grille or attending a Karaoke night with friendly down to earth people.

MISSION STATEMENT

"We provide our Club Members, their families and guests with exceptional golf, dining, and social experiences."

THE COUNTRY CLUB AT CASTLE PINES BY THE NUMBERS:

- 651 Members
- \$21,000 Initiation fee – Golf Membership
- \$7,980 Annual Dues
- \$1,320 Annual Capital Funding Dues
- \$1,200 Annual F&B minimum – all membership categories
- \$7M Gross Volume
- \$3.7M Annual dues volume
- \$538,000 Annual Capital Funding Dues Volume
- \$2M F&B Volume
- \$4.47M Gross payroll
- 120 Employees (FTE) in-season; 60 off-season
- 9 Board members
- 60 Average age of members

THE COUNTRY CLUB AT CASTLE PINES WEB SITE: www.ccatcastlepines.com

CHIEF OPERATING OFFICER JOB DESCRIPTION

The Chief Operating Officer (COO) has responsibility for all day-to-day operations of CCCP. S/he directs and administers all aspects of the operations to include amenities, staff, and all programs and activities to ensure outstanding service and member and guest satisfaction.

BE A VISIONARY

- Must be thought partner for the Board, recognizing the importance of keeping CCCP on the cutting edge of golf club excellence by possessing a keen understanding of current and future trends, demographics, legislative, economic, and social issues. S/he should be decisive and set aggressive goals and objectives to ensure the club's current and future success.

FINANCIAL MANAGEMENT

- Must have sound financial management skills including the ability to oversee the preparation and management of annual operating and multi-year capital budgets supporting the strategic and tactical initiatives and expectations that s/he has established with the Board.
- Is ultimately responsible to ensure that appropriate safeguards and controls are in place for all of CCCP's primary assets (membership, staff, amenities, etc.), whether it is for physical safety purposes or for the protection and long-term financial success of the club.

MEMBER RETENTION AND RECRUITMENT

- Must lead CCCP's membership recruitment and retention efforts. It is very critical that s/he understands the local market and economy. The candidate must be comfortable and competent being an integral and proactive

part of developing relationships that lead to membership interest and/or business opportunities and is effective in orienting new members so their initial experience with CCCP results in constant use of the Club.

- Is a catalyst for identifying new programs/services and enhancing current ones for members and their guests to increase club usage, member satisfaction, and member retention.

STRATEGIC PLANNING

- In partnership with the Board, the COO must lead the development of a strategic plan/business road map for the current and future success of the club.
- Must be able to identify issues, needs, goals, and objectives to help ensure the perpetuation and continued viability of the club.

MEMBER, BOARD, AND COMMITTEE RELATIONS

- Ensure that member satisfaction is always the first priority. Provide sincere and visibly engaged leadership and interaction with all facets of the membership and their guests. Be a consistent and positive force behind the creation and continuous enhancement of all aspects of CCCP. Must be visible and available to his/her membership. Recognize that the *Member Experience* and meeting the expectations of CCCP members is of critical importance to his/her long-term success.
- Must understand and be able to bridge the differences in the club's demographics through effective member relations, activities programming and communication.
- Active participant at Board and club Committee meetings to set policies and strategies to achieve the goals and objectives.

EMPLOYEE RELATIONS

- Recognize, respect, and support the contributions of key managers and staff. Ensure that appropriately skilled and competent departmental managers are in place for all key positions and that each of them does the same in their respective areas of responsibility. Set standards of performance for all departments, and hold them accountable for maintaining these standards within CCCP, especially in member service areas.
- Maintain an environment and overall atmosphere for management/staff that promotes and values appropriate and responsible contributions to the CCCP's success. Ensure that all staff is focused on positive, supportive relationships amongst themselves and with the membership.

COMMUNICATION

- Will be a primary *two-way* conduit for information exchange, and must be consistent, positive, and able to *engage* in this process. S/he must be a true listener who places great importance on personal interactions with all constituencies of CCCP.
- Experience in developing a communication platform using contemporary media (website, apps, social media, etc.) is desirable.
- Is the primary verbal and written communicator of important information to members and staff, and recognizes that the ability to convey information in an articulate, well-conceived and well-written manner is of utmost importance.
- Believes in the power of proactive communication (i.e. orienting and culture setting) of members, staff, and guests to ensure the core values of the club are being recognized and achieved.

FOOD AND BEVERAGE

- Assures excellent food and beverage production and service for all outlets.
- Consistently provides superb dining and other food and beverage experiences for the club members and guests.
- Develops and enhances consistent on-boarding and training programs for all food service personnel, working as necessary with the managers directly responsible for those operations; Has a passion and aptitude for teaching and training.
- Establishes and consistently enhances quantity and quality operating standards for personnel in areas of responsibility, and consistently evaluates their knowledge, understanding, and execution to these standards.
- Clearly understands the financial metrics for successful attainment of goals and objectives in F&B operations, and consistently reviews these expectations with his or her direct reports to ensure understanding and 'buy-in' from those contributing to their attainment.

- Ultimately responsible for the marketing of banquet events to members and ensuring they are well-conceived, planned and executed.

CANDIDATE QUALIFICATIONS

A minimum of 3 - 5 years of verifiable, progressive leadership and management experience in an active, first-class hospitality environment NOTE: Those current Assistant General Managers or Club Managers at well-recognized clubs, with verifiable records of achievement, will be ***strongly*** considered for this role.

- A verifiable career track that demonstrates a record of tenure and commitment to previous employers, and that career moves were for enhancement of skills and experiences as opposed to 'unplanned' career changes.
- Strong general leadership skills with verifiable strengths in team development, financial performance, diverse recreational amenity management (golf, family activities and others are especially desirable), quality food and beverage programming, exceptional member/guest service programming, strategic planning, project management, and most importantly the ability to consistently define and achieve goals and objectives.

SKILLS AND COMPETENCIES

- A *Team Builder*. A person who embodies the persona of ultimate coach and motivator, bringing out the best in others by setting clear goals and expectations, providing consistent feedback and support, and treating others with respect and professionalism.
- A confident, diplomatic, and competent professional who is a "*doer*" and "*take-charge person*" and who recognizes the importance of accountability. A creative problem solver who commands respect through professional interactions and integrity.
- Possessive of strong organizational skills and an obsession with details necessary to achieve high levels of quality, satisfaction, and outstanding member experiences.
- A charismatic individual *with a sense of humor* and style that is commensurate with the culture and expectations of a friendly, fun, and supportive membership and team of associates.

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.
- Certified Club Manager (CCM) designation preferred but not a requirement.

SALARY & BENEFITS

Salary is open and commensurate with qualifications and experience. The club, along with the typical CMAA benefits, 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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