

GENERAL MANAGER PROFILE: SOUTHSORE COUNTRY CLUB HENDERSON, NV

GENERAL MANAGER OPPORTUNITY AT SOUTHSORE COUNTRY CLUB

SouthShore Country Club is looking for a highly affable General Manager who will act as the “face” of the Club and will be an energetic and innovative thought partner representing the owners’ and Members’ best interests.

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

SOUTHSORE COUNTRY CLUB

In December of 2017, a small group of Club members led by Ted Lachowicz bought SouthShore from Pacific Links. In an excerpt from the *Las Vegas Review Journal*, Lachowicz was quoted, “There was a lot of uncertainty surrounding the future of the course, and when there is uncertainty, people always think the worst, and now there is absolute certainty about our future.” “There were several reasons we bought the course. No. 1, we want to ensure it remains as a private and exclusive club. No. 2, we want to protect and promote real estate values in all of Lake Las Vegas. No. 3, we want to improve all facilities and the overall SouthShore experience.”

SouthShore Country Club is an award-winning, members-only club located on Lake Las Vegas, Nevada’s largest privately-owned lake. The Lake Las Vegas Community offers a beautiful desert getaway with abundant golf, boating, fishing, and hiking. The SouthShore community is home to approximately 360 custom estate and waterfront home sites with stunning lake, desert, and skyline views.

SouthShore is the first private Jack Nicklaus Signature Course in Nevada. The par 71 course provides a one of a kind experience mixing the rugged desert topography with the sparkling lake. The dramatic layout features elevations ranging from 1410 to 1750 feet. Bermuda fairways frame the rolling Bentgrass greens, with 88 strategically placed bunkers and numerous forced carries over canyons and water.

The 28,000 sq. ft SouthShore clubhouse sits high above Lake Las Vegas and offers amazing vistas from its dining rooms and patios. Amenities include dining room, banquet facilities, library, locker rooms, and golf shop. The Lake Club, located at the lakes edge, provides banquet facilities, fitness & training, swimming, sand beach, tennis, and limited spa services in an 18,000 sq. ft. separate clubhouse.

AWARDS & RECOGNITION

- Currently ranked 4th in “The Best Golf Courses in Nevada” *Golf Digest*, 2017
- “Top 10 New Private Golf Courses in America” *Golf Digest*, 1996
- “100 Best Modern Courses” *Golf Week*, 2003
- “100 Best Modern Courses” *Golf Week*, 2005
- Ranked 15th in “America’s Best Top 100 Residential Courses” *Golf Week*
- Hosted Wendy’s 3-Tour Challenge charity event in 1997, 2001 and 2005

SOUTHSORE COUNTRY CLUB BY THE NUMBERS

- Gross Volume: \$3.4M
- F&B Volume: \$800K
- Number of Members: 171 Full Golf
- Initiation Fees: \$7500 Full Golf (\$12,500 as of April 1st), \$5000 National (non-resident), \$5000 Junior Executive

- Annual Dues: \$805 per month Full Golf (\$850 as of April 1st), \$470 per month National
- Average Age of Member: 68
- Number of Employees: Full Time 84, Part Time 26
- Annual Rounds: 18,000

GENERAL MANAGER (GM) JOB DESCRIPTION

The General Manager at SouthShore Country Club implements the Club policies and bylaws. He/she reports directly to the Ownership Group and their representatives. The GM manages all aspects of the Club and is expected to provide quality leadership to his/her team ensuring members enjoy the finest level of service. He/She is responsible for the success of all aspects of the Club goals and is expected to devote his/her full time and attention to operations, planning, and staff management.

The GM is expected to be a highly visible “face” for the Club and will work to provide a sense of community with both members and staff. He/she will display excellent communication skills. The GM serves as liaison between all management staff and the Ownership Group. He/she is responsible for discussing issues facing the Club with the Ownership Group and is expected to provide thoughtful advice and recommendations.

DIRECT REPORTS

- Head Golf Professional
- Golf Course Superintendent
- Food & Beverage Manager
- Catering Manager
- Fitness Manager
- Facility Manager
- Administrative Assistant

KEY ATTRIBUTES AND AREAS OF FOCUS

FOOD & BEVERAGE

- Work to improve F&B service, quality, & menus
- Direct & focus culinary team
- Provide members with premier service in dining
- Ensure the highest standards
- Continue to grow the revenues from outside events

MEMBERSHIP MARKETING

- Work alongside Steve Graves & Creative Golf Marketing in developing and implementing the marketing plan
- Grow membership through an aggressive marketing campaign
- Attract younger members & families

MEMBER ENGAGEMENT

- Supply an exciting calendar of creative club events
- Develop a sense of community
- Know the members, their families, & their desires
- Create a new member orientation/socialization program
- Help members & their guests enjoy the facilities & programs of their Club
- Assure satisfactory communications between club members & employees
- Increase club utilization & member engagement
- Deliver on member requests in a timely manner

FINANCIAL MANAGEMENT

- Deliver operational efficiencies
- Develop specific metrics to monitor financial progress & success
- Manage Club cash flow
- Enhance outside golf revenues

LEADERSHIP

- Act as the “face” of the Club
- Supply a natural leadership style that promotes staff & membership engagement
- Act as thought partner with Ownership Group
- Build strong relationships with managers

CANDIDATE QUALIFICATIONS

The ideal candidate will either be a successful, highly visible General Manager at a club known for exceptional member experiences or be viewed as an up and coming club management “superstar” with a minimum of 5 years of highly successful management in a top tier club.

- Frank & honest communicator
- The ideal candidate will be highly visible & available to Members
- Candidate must be a charismatic, compassionate professional who truly enjoys the hospitality/club environment
- Outgoing & personable with excellent interpersonal skills
- Creative thinker and problem solver
- Possess especially strong communication skills both verbal and written
- Energetic & enthusiastic
- Strategic thinker
- Team builder with experience training, guiding, & maintaining staff
- Motivational leadership style
- Experience acting as a thought partner
- Strong leadership & strategic planning experience
- Metrics & data driven
- Experienced in creative programming
- Track record of innovative & creative programming
- Demonstrated skills in financial matters
- A true “foodie” with a passion for improving qualities
- Exceptionally strong food & beverage skills are essential
- Strong understanding of superb dining & food & beverage experiences for Club members & guests
- Experience working with an ownership group or board
- Proven experience providing “best in class” service levels for members & guests
- Capital improvement project & renovation oversight experience

EDUCATIONAL AND CERTIFICATION QUALIFICATIONS

- Bachelor’s Degree from a four-year university or college is highly desirable, preferably in Hospitality Management or a similar field.
- Track record of progressive career growth and successful experience in managing a full-service club.
- Certified Club Manager (CCM) designation is preferred.

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

Lead Search Executive:

Armen Suny

303.570.2741

armen@kkandw.com