

GENERAL MANAGER PROFILE: EL DORADO GOLF & BEACH CLUB SAN JOSE DEL CABO, MEXICO

GENERAL MANAGER AT EL DORADO GOLF & BEACH CLUB, DISCOVERY LAND COMPANY

Discovery Land Company, the leader in the luxury lifestyle brand, is looking for a dynamic, outgoing General Manager at their premier golf and beach community, El Dorado Golf & Beach Club. El Dorado is located on the tip of the Baja Peninsula, set on one of Los Cabos' most beautiful beaches.

The General Manager, while having all of the requisite skills associated with top tier General Managers, will be the thoughtful, ambassador of "fun" for both members and the highly acclaimed and dedicated team. Continuing a tradition of excellence and over the top services for the members at one of the premier clubs in the world, the General Manager will be on a constant quest to provide innovative, fresh activities, amenities and social opportunities for the members.

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

EL DORADO GOLF & BEACH CLUB

El Dorado Golf & Beach Club is an ultra-high-end, exclusive private community in Los Cabos. This private paradise has over one mile of stunning coastline and a nearly perfect year-round climate which makes it a highly sought-after destination for the rich and famous.

El Dorado's amenities include an 18-hole Jack Nicklaus-designed championship golf course; a beach club with indoor and *al fresco* dining, world-class spa, pool and fitness facilities; an outdoor sports complex, a Mercado (market), a 9th hole Taco Palapa and a full palate of land and sea activities.

EL DORADO GOLF & BEACH CLUB BY THE NUMBERS

- Gross Volume: \$14M
- Annual Dues Volume: \$11M
- F&B Volume: \$3M
- Number of Members: Currently 200, Maximum 250
- Initiation Fees: \$300K
- Annual Dues: \$45K
- HOA Fees: \$30K
- Residential Fees: \$30K
- Average Age of Member: low 50s
- Number of Employees: 200 in season, 156 off season
- Annual Golf Rounds: 10,500

EL DORADO GOLF & BEACH CLUB WEBSITE: eldoradobeachclub.com

DISCOVERY LAND COMPANY

Discovery Land Company, LLC is a privately-held, full service real estate development company based in Scottsdale, Arizona, specializing in luxury residential private club communities and resorts in the U.S. Mexico and The Bahamas. Discovery's projects are all distinct from one another with their own themes and architectural styles inspired by the natural environment and traditions of the project's locale. The private clubs have world-class resort amenities, extremely high levels of service, and club programs that work in sync to create an appealing lifestyle and a culture that is focused on family. The Company was founded in 1994 by Michael S. Meldman and has grown to be the unrivaled, premier player in the high-end resort residential niche.

DISCOVERY LAND COMPANY WEBSITE: www.discoverylandco.com

GENERAL MANAGER POSITION OVERVIEW

The General Manager (GM) reports directly to Discovery Land Company Mexico's COO and works closely alongside the CFO. He/she will serve as El Dorado's Chief Hospitality Officer, ensuring that the property owner/members' experiences exceed their expectations. He/she manages all aspects of club operations including its activities, logistics, and relationships between the club and its members, guests, community, and vendors. The GM is expected to provide strong leadership to his/her team ensuring members enjoy the finest level of service. He/she is expected to be a visible "face" for the Club and will work to provide a sense of community with both members and staff.

The GM directs the work of all department managers and employees and ensures that premium, proactive, personal, gracious, and professional services are provided to members and their guests. The GM drives the service philosophy: "The answer is 'yes.' What is the question?"

DIRECT REPORTS

- Food & Beverage Director
- Culinary Director
- Director of Agronomy
- Director of Golf
- Outdoor Pursuits Manager
- Spa Manager
- Member Service Manager
- Events Manager
- Maintenance Director
- Captain (El Discovery boat)

KEY ATTRIBUTES AND AREAS OF FOCUS

MEMBER ENGAGEMENT

- Become the "face" of the club, and engage/participate with the members & their activities
- Ensure that member satisfaction is always the first priority
- Visible interaction with the membership
- Know the members, their families, & their expectations
- Assure that members enjoy the facilities & programs of their Club
- Supply an exciting & fresh calendar of Club events

FINANCIAL MANAGEMENT

- Skill with analyzing the financial implications of programming changes
- Understand the process of providing exceptional service while managing operational costs
- Monitor & advise on financial progress & success
- Manage cash flow
- Understanding and experience with Strategic Planning and Cap Ex development

LEADERSHIP

- Act as a team leader, teacher, & mentor
- Promote a team mentality within staff
- Focus on team development

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.

- The ideal candidate is happy to relocate to Cabo
- Spanish language skills, a benefit but not required
- A confident & fun people person
- Self-starter who will not tolerate complacency
- Innovative & creative thinker with fresh ideas
- Track record of innovative & creative programming
- Frank & honest communicator
- Possess especially strong communication skills both verbal & written
- Candidate must be a charismatic, passionate professional who truly enjoys the hospitality/club environment
- The ideal candidate will be highly visible & available to Members
- Possess a strong personality & sense of self while dealing with an elite Membership
- Actively engaged with Members professionally & socially
- Possess the ability to build rapport with members
- A member-centric professional who will create an environment where the staff looks forward to coming to work
- Team builder with strong leadership experience
- Compassionate, motivational leader
- A teacher/mentor leadership style
- Strong financial acumen
- Demonstrated skills in finances
- Effective financial management skills
- Proven experience providing “best in class” service levels for members & guests
- Experience with developer owned club community & transition to member owned, a benefit but not required
- Knowledge of real estate & experience with developers is a benefit
- Proven record of a consistent focus on personal & professional development for him/herself & his/her team

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
- In lieu of the degree, substantial private club or hospitality experience will be considered
- Track record of progressive career growth and successful experience in managing a full-service club
- Hospitality industry certifications preferred but not required: CCM, CCE designations

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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