

GENERAL MANAGER PROFILE: ROGUE VALLEY COUNTRY CLUB MEDFORD, OR

GENERAL MANAGER AT ROGUE VALLEY COUNTRY CLUB

Rogue Valley Country Club is looking for a visible, energetic and personable General Manager who will act as the “face of the Club” and as a “thought partner” with the Board of Directors. He/she will be a leader, mentor, and a hands-on team and consensus builder.

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

ROGUE VALLEY COUNTRY CLUB

Rogue Valley Country Club is proud to be part of the tradition and history of Medford, Oregon. Situated on over 216 acres in the beautiful Rogue Valley, RVCC is a tribute to the game and to the way golf should be played. With its mountain views on almost every tree-lined hole and smaller putting greens that are framed by bunkers and mounds RVCC is a test to even the best golfer. From the breathtaking views on each of the 27 holes to the bar and grill area, everything about the Club is built around the tradition of friendship.

The golf course was designed by H. Chandler Egan, amateur champion, golf course architect, and consultant for such notable courses as Pebble Beach and Augusta National. Egan was a true golf Champion winning two medals in the 1904 Olympics, a gold in the team event and a silver in the individual event. He also won the U.S. Amateur Championship in 1904. [Link to more about H. Chandler Egan](#) Shortly after Egan’s move to Medford in 1910, he decided that Medford needed a golf course. Egan considered the land that became the course ideal because of the interesting terrain, attractive shade trees and plenty of water nearby. Egan donated his services to the new club and was called the “driving spirit” behind the project. 100 years after the Club first opened, members of RVCC still play the original course layout and have also added an additional 9 holes.

Rogue Valley Country Club features a Craftsman Style Clubhouse with 3 dining areas and beautiful terraces, a heated swimming pool, four indoor tennis courts, two outdoor tennis courts, four pickle ball courts, banquet rooms, wedding venues, and the ability to host corporate golf tournaments and business outings.

The Southern Oregon Golf Championships have been held at Rogue Valley Country Club every Labor Day weekend since 1929 with one exception in 1994 when renovation of the golf course was underway. The Southern Oregon Golf Championships is the largest Amateur Match-Play tournament held on a single course in the United States.

ROGUE VALLEY COUNTRY CLUB BY THE NUMBERS

- Gross Volume: \$6.2M
- Annual Dues Volume: \$2.2M
- Number of Members: 372 Golf, 390 Social, 122 Tennis
- Initiation Fees: \$3000
- Annual Dues: \$6600 including assessments
- F&B Volume: \$2M (66% a la carte, 34% catering)
- Average Age of Member: 68
- Number of Employees: 49 Full Time, 14 Part Time
- Gross Payroll: \$1.25M
- Annual Rounds: 40,000

ROGUE VALLEY COUNTRY CLUB WEBSITE: www.rvcc.com

GENERAL MANAGER JOB DESCRIPTION

The General Manager (GM) is responsible for all day-to-day operations at Rogue Valley Country Club (RVCC). He/she reports directly to the Board of Directors. 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 expected to be an energetic and visible “face” for the Club and will work to provide a sense of community with both members and staff. The GM 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. He/she is responsible for discussing issues facing the Club with the Board of Directors and is expected to provide thoughtful advice and recommendations.

DIRECT REPORTS

- Food & Beverage Manager
- Banquet Sales Manager
- Membership & Marketing Director
- Controller
- Golf Professional
- Golf Course Superintendent
- Maintenance Supervisor
- Tennis Coordinator

KEY ATTRIBUTES AND AREAS OF FOCUS

MEMBER MARKETING: RECRUITMENT & RETENTION

- Grow membership through an aggressive marketing campaign
- Attract younger members & families
- Develop metrics to analyze member utilization to improve member retention

MEMBER ENGAGEMENT

- Ensure that member satisfaction is always the first priority
- Visible interaction with the membership
- Know the members & their desires
- Assure that members enjoy the facilities & programs of their Club
- Increase Club utilization & member engagement
- Supply an exciting & creative calendar of Club events

BOARD & COMMITTEE RELATIONS

- Must understand & be able to bridge the differences in the club’s demographics through effective member relations, activities programming, & communication
- Active participant at Board and club Committee meetings to set policies & strategies to achieve the goals & objectives

FINANCIAL MANAGEMENT

- Monitor & advise on financial progress & success
- Manage cash flow

FOOD & BEVERAGE

- Recruit a new F&B Manager
- Utilize financial metrics to achieve goals and objectives established for F&B operations
- Review financial expectations with the F&B Team to ensure understanding and ‘buy-in’
- Work to improve F&B a la carte service & qualities
- Provide members with superb dining experiences
- Ensure the highest standards are met

LEADERSHIP

- Act as the “face” of the Club
- Act as thought partner to the Board of Directors
- Promote a team mentality within staff

COMMUNICATION

- Experienced in using contemporary media
- Provide verbal & written communications of information to members & staff

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
- Possess especially strong communication skills both verbal & written
- Candidate must be a charismatic, compassionate professional who truly enjoys the hospitality/club environment
- Outgoing & personable with excellent interpersonal skills
- Energetic & passionate
- Act as a consensus builder
- Creative thinker & problem solver
- Strategic thinker
- Strategic planning experience
- Track record of innovative & creative programming
- Proven success in Membership marketing
- A creative ability to attract & retain members to the club
- The ideal candidate will be highly visible & available to Members
- Proven experience providing “best in class” service levels for members & guests
- Exceptional food & beverage skills are essential
- Strong understanding of superb food & beverage experiences for Members & guests
- Possess the ability to build rapport with members
- Ability & desire to engage proactively with members & staff in a manner that drives high levels of engagement, excitement, & enthusiasm
- Possess an understanding of a “small town” Club’s dynamics
- Experienced in representing the Club in the community
- Demonstrated skills in finances
- Effective financial management skills
- Experience acting as a thought partner with the Board
- Team builder with experience training, guiding, & maintaining staff
- Understanding of Golf Operations and Golf Course Maintenance
- Strong leadership experience
- Ability to consistently define & achieve goals & objectives
- A member-centric professional who will create an environment where the staff looks forward to coming to work
- Proven & verifiable leadership qualities with demonstrated ability to direct, coordinate, & control
- A career track that demonstrates a record of tenure & commitment to previous employers, & that career moves were for enhancement of skills & experiences

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
- 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

Lead Search Executive:

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