

GENERAL MANAGER/CHIEF OPERATING OFFICER PROFILE: BURLINGAME COUNTRY CLUB HILLSBOROUGH, CA

Mission Statement

“Burlingame Country Club is a social club, an oasis of civility and a gracious extension of home that connects its members and their families through sporting and cultural activities. The Club treasures its history, nurtures its traditions, and values companionship and mutual respect.”

When the Burlingame Country Club was founded, it truly was a Club in the country. Although one hundred and twenty-four years had passed since the Spanish had discovered the San Francisco Bay, the Peninsula remained mostly rural and unpopulated. In 1893, a group of sporting enthusiasts, Major J. L. Rathbone, William H. Crocker, William H. Howard, J.B. Casserly, Hall McAllistar and John Parrott led the effort to organize a country club with overnight accommodations for up to twenty or more persons with, “of course, the usual restaurant facilities.” Among the foremost of these leaders was William H. Crocker, the Club’s first Treasurer, whose residence, New Place, is the Club’s present Clubhouse.

The Club’s original purpose was to provide the opportunity for members to participate in the popular sports of the day, polo, fishing and horse racing, riding and driving. In the beginning, emphasis was on the horse and all the sports, accessories and activities involving the animal. The current logo of the Club represents these early interests. As the decades passed, other sports and activities were added. Tennis, golf and swimming are the current sporting activities of the membership.

The advantage of the Burlingame Country Club, as its original members saw it in 1893, was the availability of a place and facilities to participate in sporting activities. However, as women and significant others began also participating in certain athletic endeavors, the Club soon became the hub of social activity and was the site of many themed dinners, elegant balls and other society events which continue to this day.

Today, the Burlingame Country Club is recognized as one of the premier country clubs in the nation. The Club’s history, traditions and unwavering commitment to providing the best in services, facilities and amenities are carried out by a staff of over one hundred hard working and dedicated employees.

Burlingame Country Club is located 20 miles south of San Francisco, not far from San Francisco International Airport in a gracious and strictly residential community. Facilities include a magnificent, century-old, villa-style clubhouse that offers overnight guest suites and rooms, an 18-hole golf course, eight tennis courts, swimming pool and associated pro shops and maintenance areas.

CLUB FACTS

- Number of Members: 620
- Rounds of Golf annually: Approximately 13,000

GENERAL MANAGER/CHIEF OPERATING OFFICER (GM/COO) JOB DESCRIPTION

The General Manager/COO reports to the Club President and is responsible for directly overseeing all Club operations. The ideal candidate will be affable, poised and possess the sophistication and gravitas to appropriately interact in a professional manner with the members, their guests and staff. The GM/COO, by credentials, reputation

and performance, will work proactively with the Board of Governors and committees in preparing and executing annual budgets, strategic plan, and appropriate member-oriented programs that will ensure that the culture, traditions, standards and deliberately-low-profile visibility that have characterized Burlingame Country Club for over 120 years continue to flourish. Excellent interpersonal, oral and writing skills are required for long-term success in this position.

The GM/COO will attract, develop, lead, appropriately supervise and motivate a top quality staff. He/she is responsible for the proper interpretation and fulfillment of Club policies and procedures. The Club currently has a number of excellent, long-tenured employees in place who work very well together as a team.

CANDIDATE QUALIFICATIONS

The successful candidate will be a visible leader who possesses the energy, desire and ability to appropriately interact in a professional, friendly and welcoming demeanor with the members and their guests. In his/her leadership role, the new General Manager will establish and maintain excellent lines of communication, create excitement in and enthusiasm for the Club's services and activities, and set a tone of professional excellence throughout the Club.

He/she will be genuinely people-oriented, a person of "presence," and readily accessible and responsive to the membership. The ideal candidate will also have a strong background managing high-end food and beverage operations, possess financial/cost-control abilities, plus member relations, organizational and human resource skills. He/she will be aware and attuned to the care and maintenance of a fine, historic clubhouse.

The ideal candidate will possess a minimum of 7 to 10 years of progressively more responsible club management positions. The prospective general manager must be a charismatic, passionate professional and have outstanding member-relations skills.

Especially strong communication and interpersonal skills are considered essential, as is the competency to be a strong, confident, accountable leader who is naturally able to be diplomatically forthright with all club constituencies, including the neighboring community.

Core Competencies

- **Leadership and Interpersonal Skills** – The Ideal candidate will be a proven leader and manager within a similar work environment where he/she has managed a staff of at least 100, including a range of multi-functional departments, i.e., golf operations, food and beverage, course maintenance, tennis operations, and swimming facilities. He/she must have demonstrated superior communication, direction-setting, personnel management and development skills to ensure smooth day-to-day operations and outstanding member-service.
- **Financial Acumen** – The General Manager/COO will be deeply knowledgeable of the development, tracking and meeting of capital and operating budgets in revenue enterprises with similar degrees of complexity in terms of budget scope, detail and accuracy. He/she will have demonstrated success in managing finances of the overall operations to remain within budget, while also ensuring overall levels of satisfaction in terms of service.
- **Food & Beverage Expertise** –The General Manager/COO will oversee all aspects of operations at Burlingame Country Club, with emphasis on direct involvement in food and beverage management. Therefore, the chosen candidate will have particularly deep expertise in terms of food and beverage operations. He/she will have proven capability to oversee: food planning and preparation; consumables purchasing and inventory control; beverage purchasing and sales; wait staff recruitment, training, retention and motivations; banquet operations and delivery; and, coordination of overall clubhouse food and beverage operations.

Other Characteristics/Qualifications Desired

- Maturity, confidence and soundness of judgment and able to achieve and maintain credibility and trust with the Board, Committees, members and staff.
- Experience in traditional, distinguished, well established club cultures will be viewed positively.
- Driven by a sense of service leading to a high level of customer satisfaction.

- Pleasant, professional and personable demeanor exhibiting an outgoing, genuine and friendly personality that relates well with others. Possess a degree of humility enabling him/her to keep the interests of the club and its members first.
- High energy level and obvious passion for the job that enables him/her to exhibit enthusiasm and vigor despite sometimes requiring long hours and arduous service.
- Unquestioned integrity and trustworthiness in all personal and professional aspects of conduct.
- An organizationally focused individual who recognizes that details and consistency of delivery at a high-level result in high member and associate satisfaction, high levels of quality and an overall outstanding member experience. Keen understanding of quality in all aspects of the club and club operations (F & B, and recreational amenities, maintenance, programming, etc.), as well as demonstrable success in leading clubs to continued relevancy and successfully managing evolving membership demographics.
- Strategic planning skills and experience overseeing capital projects is highly desired.
- Displays the maturity, poise and communication skills (active listening and presenting)

The successful candidate will be active and well respected in his or her local and national CMAA organization.

EDUCATIONAL AND CERTIFICATION QUALIFICATIONS

A college degree and the CCM designation are preferred.

SALARY & BENEFITS

Salary is open and commensurate with qualifications and experience. Along with the typical CMAA benefits, the club offers an excellent bonus and benefits package. Importantly, as a key part of the compensation package, this position includes housing and utilities in a gorgeous four-bedroom house located on the immaculate BCC grounds in Hillsborough. This manager's house is adjacent to North Hillsborough School and Crocker Middle School, two of the finest public elementary and middle schools in California.

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.

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