



**General Manager
de Anza CC, Borrego Springs, CA**

“Good Friendship, Good Sport and Good Commerce”

A challenging desert golf course is the centerpiece of the member-owned de Anza Country Club nestled in the Anza Borrego State Park. Founded in 1957, de Anza Country Club provides Members and their families with an exceptional golf experience and pleasurable club lifestyle.

Due to its uniqueness, the Club attracts friendly Members from across the United States and Canada who are interested in nature, quality golf, physical fitness, and love to socialize.

The par-72 championship course was designed by noted architect Lawrence Hughes and measures 6,778 yards. It is challenging but friendly course for golfers at all skill levels. Walk or ride the beautifully maintained course while enjoying breathtaking views of the San Ysidro and Santa Rosa Mountains.

de Anza Country Club has a variety of amenities including a club house with both casual and formal dining areas, a golf shop with the latest apparel and equipment, and a fitness center. There is something for everyone to enjoy including a variety of events.

About de Anza CC

Founded in 1957 in Borrego Springs in the Coachella Valley

200 Members

Average Member age is mid 60s

Private with some public golf play

The season is from November through April

Total revenue \$1.8M

 \$1M membership

 \$300K F&B

 \$300K Golf

Course is 18 holes, par-72

Board is made up of 6 Members

Staff is seasonal with about 12 year-round staff

de Anza Facilities & Amenities

Pro Shop

Fitness Center

Classes

Numerous Social Events

Main Dining Room (the largest event space in town)

Big Horn Room (Beverage)

Coyote Grill (Lunch & Dinner)

Patio Dining

Weddings, Catering and Private Events

Job Description

General Manager

Reports to: Club President and Board of Directors

Supervises: Service Manager, Executive Chef, Golf Superintendent, Membership Manager, Bookkeeper

Classification: Exempt

Education and/or Experience

- Bachelor's degree from a four-year college or university; Hospitality Management major preferred.
- Maintains membership with the Club Managers Association of America (CMAA) and other professional associations preferred.
- 5-7 years of experience as a Clubhouse Manager, Assistant General Manager or General Manager
- Four-year degree.
- Club openings or operational turn-around experience.
- Substantial private club or hospitality industry experience with management and supervisory experience and progressive professional advancement.
- Management of complex capital projects required.
- Significant Finance and Food & Beverage experience
- Prior golf operations management.
- Hotel, hospitality or other private business experience is essential.
- Experience working with volunteer committees preferred.

Job Knowledge, Core Competencies and Expectations

- Characteristics of a successful GM includes honesty, straightforwardness, integrity, accountability, leadership and dedication.
- Able to inspire and motivate others, earn the respect of the members and employees as well as the community at large.
- Conducts himself or herself in a responsible and professional manner at all times while at or away from the club and encourages other staff members to do the same to reflect the proper image of the club throughout the community.
- Able to be diplomatic and tactful – yet firm – in dealing with member constituents.
- Must demonstrate interpersonal relations skills; be an excellent communicator and a competent administrator; and must be able to effectively communicate the club's vision.
- Ability to set goals and objectives as well as delegate to and coach the department managers and their staffs.
- Ability to manage cross-functional teams and multi-disciplinary projects.
- Ability to make complex decisions in a dynamic environment in support of the club's vision, mission and core values.
- Displays sound judgment.
- Ability to think strategically while meeting operational and near-term objectives.
- Financial aptitude commensurate with executive duties.
- Helps to set and maintain high standards for all facilities, services and communications.
- Knowledge of and ability to perform required role during emergency situations.

Job Summary (Essential Functions)

Serve as Manager operator of the club. Manage all aspects of the club including its activities and the relationships between the club and its Board of Directors, members, guests, employees, community, government and industry. Coordinate and administer the club's policies as defined by its Board of Directors. Develop operating policies and procedures and direct the work of all department managers. Implement and monitor the budget, monitor the quality of the club's products and services and ensure maximum member and guest satisfaction. Secure and protect the club's assets including facilities and equipment.

Job Tasks/Duties

- Implements general policies established by the Board of Directors; directs their administration and execution.
- As a partner with the Governing Board in advancing the club's mission, the GM discusses with the Board issues facing the club and identifies actual or anticipated problems.
- Apprises the Governing Board of trends, changing circumstances and unexpected occurrences that could result in making changes to the strategic plan.
- Reports member infractions to the Board for necessary action.
- Monitors long- and short-term objectives and financial reports and, in consultation with accounting, prepares a financial plan for the club.
- Manages club cash flow and establishes controls to safeguard funds.
- Sets the standard for effective management and demonstrates a concern for the supervision and development of the staff.
- Plans, develops and approves specific operational policies, programs, procedures, methods, rules and regulations in concert with general policies.
- In conjunction with the department supervisors, establishes employee rules and regulations, work schedules, internal controls and a performance appraisal system.
- Coordinates the development of the club's long-range and annual (business) plans in efforts to move toward the club's mission.
- Develops, maintains and administers a sound organizational plan; initiates improvements as necessary.
- Establishes a basic personnel policy; initiates and monitors policies relating to personnel actions and training and professional development programs.
- Coordinates development of operating, cash, and capital budgets according to the applicable budget calendars; monitors monthly budget and other financial statements; takes effective corrective action as required; approves vouchers before payment; prepares and makes financial reports to the board of directors.
- Coordinates and serves as *ex-officio* member of appropriate club committees.
- Welcomes new club members; "meets and greets" all club members as practical during their visits to the club. Develops ongoing dialogue and rapport with members through recognition, communication and follow-through.
- Provides advice and recommendations to the club's President and committees about construction, alterations, maintenance, materials, supplies, equipment and services not provided in approved plans or budgets.
- Consistently assures that the club is operated in accordance with all applicable local, state and federal laws.
- Oversees the care and maintenance of all the club's physical assets and facilities.

- Coordinates the marketing and member-relations programs to promote the club's services and facilities to present and potential members.
- Ensures the highest standards for golf, food, beverage, sports and recreation, entertainment and other club services.
- Establishes and monitors compliance with purchasing policies and procedures; reviews and approves purchasing procedures and requirements.
- Reviews and initiates programs to provide members with a variety of popular events.
- Works with subordinate department heads to schedule, supervise and direct the work of all club employees; confers with them about personnel-related matters including compensation, job changes and performance evaluation.
- Convenes and presides over meetings with department managers and conducts regular full staff meetings.
- Attends meetings of the club's Executive Committee and Board of Directors.
- Participates in selected community activities to enhance the prestige of the club; broadens the scope of the club's operation by fulfilling the public obligations of the club as a participating member of the community.
- Properly manages all aspects of the club's activities to ensure and maintain the quality of products and services provided by the club.
- Serves as liaison between all management staff and the board.
- Coordinates inter- and intra-committee activities.
- Writes policy and rule directives or approves those written by department heads.
- Has ultimate authority over inter-departmental matters and implements policies concerning employee- employer relations.
- Develops, maintains and disseminates a basic management philosophy to guide all club personnel toward optimal operating results, employee morale and member satisfaction.
- Prepares reports and other support material for committee and board use.
- Negotiates and recommends board approval for contracts.
- Provides for and manages use of the club's equipment, space and materials.
- Establishes and approves workloads, work methods and performance standards.
- Maintains relations with police, fire, liquor control board, health department and other governmental agencies.
- Directs purchasing, receiving, storage, issuing, preparation and control of all products, supplies and equipment.
- Coordinates as necessary arrangements for public functions and social gatherings including seating according to protocol and special courtesies extended to members and guests.
- Ensures proper cleanliness and sanitation of all club facilities and environments.
- Performs competitive analyses on clubs and other businesses providing member alternatives through personal observations and historical reports.
- Oversees risk management programs to ensure that adequate safety measures are in place to protect members, employees and club assets.
- Handles emergencies such as fires, accidents and breaches of security or house rules promptly and in person. Emphasizes prevention through training, inspection and preventive enforcement.
- Secures and protects the club's assets, including intellectual property and brand, and enhances the brand equity.
- Convenes and presides over meetings with departmental managers; conducts all-facility personnel meetings.
- Gives direction to and works closely with vendors, outside contractors, firms and individuals providing services to the club.
- Directs the writing and publishing of the club newsletter and plans for intra-club public relations.

- Maintains relations with local, state and national associations that promote the game of golf.
- Assists in the sale and transfer of club memberships.
- Provides for the security of the club, its environs and members' belongings.
- Adheres to established board media policies.
- Performs other duties and functions as the club board may direct that are consistent with this job description.

Physical Demands and Work Environment

- Must be able to reach, bend, stoop, stand and lift up to 40 pounds.
- Must be able to handle hot and cold interior and outdoor conditions.
- Public speaking at meetings and events.

Salary & Benefits

Salary is open and commensurate with qualifications and experience. The club, along with the typical CMAA benefits, offers an excellent benefit package.

This position is available immediately

Applications

Please send your COFIDENTIAL resume, cover letter that clearly explains why you think you would be a great candidate for this opportunity and why you would want to make this move to Borrego Springs at this point of your career to Brian Marcus, Global Hospitality. brian@globalhospitality.com.