

Candidate Profile

Assistant General Manager
El Paso Country Club
El Paso, Texas
www.elpasocountryclub.com



Organization Overview

El Paso Country Club is the premier full-service country club in the El Paso region, founded in 1906. This member-owned club has grown and enhanced their facilities to now boast 948 member families with a waitlist in all categories. Located on the west side of El Paso, the Club continues to evolve and improve with several capital projects on the horizon in the near future.

El Paso Country Club offers a beautiful championship 18-hole golf course, 8 outdoor lighted tennis courts, Olympic size swimming pool to accommodate 300 guests, 6,500 square foot gym with cycling and personal training rooms, spa, daycare, and locker rooms. Socially, the Club is extremely active, as they have a special events calendar that keeps the Club busy all year long.

The 35,000 square foot main clubhouse with terraces, fire pits, and outdoor patio and bar with open-air dining. The Club has three kitchens to serve several formal and informal dining rooms, an upstairs catering facility for up to 700 guests.

Food and Beverage revenue is \$4 million, evenly split between a la carte and banquets and events. Gross revenues have now reached \$14 million. Total staff is about 150 and grows to 200 in the summer months.

Future projects include adding two more tennis courts and four new pickleball courts this fall, parking lot improvements, and a golf course irrigation project.

Position Overview

The Assistant General Manager (AGM) will direct El Paso's Food and Beverage, catering, sales, and maintenance/housekeeping operations. He or she will be responsible for upholding quality standards in member and guest services, products, and facilities. The ideal candidate will build a culture of teamwork, enthusiasm, and superior service amongst the staff, provide for a cohesive environment bringing together all divisions of El Paso Country club's clubhouse operations, plan and implement budgets, and supervise the staffing, scheduling, training and professional development of department members.

The AGM will be responsible for the planning, execution and completion of capital expenditures related to the Clubhouse and for meeting the financial goals of the department. He or she collaborates and partners with other Club leaders to ensure alignment and coordination of resources, timing, and priorities. The candidate will serve on the Club leadership's Executive Committee and function as the General Manager in his/her absence. The current General Manager has had a successful 14-year tenure without this position in place. The entire staff and management will report to the new AGM and GM.

Direct reports include Food and Beverage Director, Executive Chef, Catering Sales Director, and Maintenance Director.

Responsibilities and Essential Functions

- Oversees all business functions of El Paso Country Club Food and Beverage, Catering Sales, and Facilities Maintenance/Housekeeping operations.
- Manages consistent delivery of targeted experiences for a la carte dining, banquets, pool, turn, men's locker room, and on-course hospitality.
- Responsible for developing the sales and promotions for food service operations and general events and activities in coordination with the Club's marketing and communications team. Oversees the development of an annual catering sales plan.
- Ensures consistent delivery of products and services that align with El Paso CC's goals, standards for quality, and brand image.
- Performs human capital management responsibilities including employee selection, performance management, coaching, and development. Manages priorities and workload distribution and removes barriers that impede progress. Completes all personnel, salary administration, and reporting duties. Performs operational responsibilities that drive team performance including planning, execution, process improvement and best-practice sharing.
- Coordinates development and management of annual operating budgets and clubhouse capital expenditures. Responsible for the development, management, and implementation of plans for the clubhouse. Facilitates the needs, priorities, and planning for all capital expenditures at the Club. Ensures the successful implantation of capital expenditure projects based on time and budget.
- Addresses member and guest complaints and advises the COO/GM about appropriate corrective actions taken.
- Develops and implements annual business and workforce plans. Responsible for effective communication regarding these plans while ensuring needed approvals, and/or justifying variances and changes to plans.
- Attends assigned committee meetings and coordinates actions from committee meetings.
- Monitors safety conditions and employees' conformance with safety procedure. Updates emergency plans and procedures with the safety committee to assure that effective training for these programs is conducted in their departments.
- Communicates and maintains departmental and club-wide standards, policies, and guidelines. Develops and implements new department standards, policies, and guidelines. Ensures completion of all compliance and reporting requirements.
- Assists in the planning of facility improvements, remodeling, construction, and repair as necessary. Represents the Club and maintains active membership in their local professional CMAA organization.
- Serves as primary back-up and oversees all operations in absence of the COO/GM.

Special Focus Areas

Member/Team Relations

- Must have a positive, dedicated, and "can do" attitude.
- Put members first - go above and beyond their expectations to satisfy their needs and provide the highest quality service.
- Always convey a professional attitude and demeanor towards Club and team members.
- Always treat Club and team members with the utmost respect and dignity.
- Always maintain a positive attitude and look for positive outcomes in all opportunities.

- Embodies the persona of ultimate coach and motivator. Must be able to bring out the best in those around him/her by setting clear goals and expectations, providing consistent feedback and support, and who is respectful and professional in all interpersonal dealings.

Communications

- Maintain open channels of communication and be receptive to all departments and staff members.
- Write effectively and concisely.
- Actively participate in all meetings.
- Ensure that the information needed to proficiently operate the club is disseminated and understood
- Must be willing to support all programs and initiatives that have been communicated from the management team of the Club.

Planning, Organization, and Administration

- Exhibit sound time management and organizational skills.
- Ensure the supplies needed to operate are properly stocked.
- Produce financial reports in a timely manner according to schedule.
- Prepare accurate and timely reports for monthly committee and Board meetings.
- Participates in leading the annual budgeting process for clubhouse departments.

Employment Policies/Safe Work Environment

- Follow all Club policies and procedures as outlined in the handbook.
- Ensure all departments are compliant with state/local/federal laws and that workplaces are safe.

Desired Qualification, Experience, and Education Requirements

Minimum of five years of management experience in a private country club environment, similar environment, or related management experience.

- Demonstrated success in Food and Beverage operational management.
- Minimum of three years' people leadership experience.
- Proven financial and budgeting acumen including experience managing budgets, maintaining costs, and meeting reporting deadlines.
- Demonstrated focus and commitment to customer satisfaction.
- Demonstrated strong working knowledge of country club standard operating procedures and demonstrated ability to manage operational performance, consistency, and compliance.
- Demonstrated experience as a team leader with demonstrated ability to collaborate with, develop and lead an efficient and effective management team.
- Demonstrated successful sales and marketing experience, including a record of successfully meeting sales and/or growth goals.
- Certified Club Manager (CCM) designation through CMAA or in current pursuit of this designation.
- Bachelor's degree OR commensurate experience.

Competitive Compensation and 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.
- Health Insurance
- 401k
- Relocation Assistance

Professionals who meet or exceed the established criteria are encouraged to send a resume and cover letter to GSI Executive Search:

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