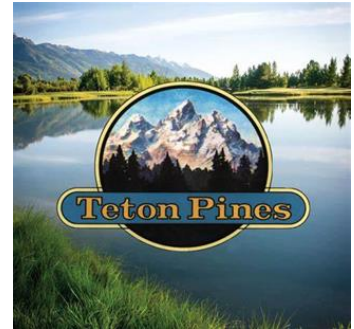


Candidate Profile

General Manager
Teton Pines Country Club
Jackson Hole, WY
www.tetonpines.com



Organization

Teton Pines is welcoming, sociable, family-friendly and Wyoming-relaxed with superior activities and amenities, exceptional service, delicious cuisine, dramatic views, and a casually-elegant Western atmosphere. From fresh cut fairways to fresh fallen snow, Teton Pines is the perfect compliment to your Jackson Hole experience.

Teton Pines Country Club, Jackson Hole's most active membership community, provides members a year-round offering of activities including tennis, pickleball, fitness, swimming, cross country skiing, fly fishing, yoga, summer kids camps, fine dining, and an Arnold Palmer designed 18-hole golf course.

The Teton Pines growth plan features a state of the art activities pavilion, inclusive of premier wellness facilities, pool locker rooms, steam as well as sauna, adult lap pool with year round capabilities and a thoughtfully designed, casual restaurant opening to a beautiful dining patio with magnificent Teton views. The Pavilion's amenities are in addition to a fully renovated Arnold Palmer Design golf course, brand new tennis courts and four dedicated pickleball courts which will be completed Summer 2022.

Golf

Situated at the base of the stunning Teton Mountain Range in Jackson Hole, Teton Pines Country Club combines a masterful Arnold Palmer designed golf course with a concerted effort to conserve the abundant natural habitat and wildlife of the region. An additional five sets of tee boxes offer golfers of all levels the chance to maximize their enjoyment and appreciation of the course. Beautiful scenery, abundant wildlife, impeccable service and classic Palmer-design trademarks will leave you with a cherished memory and the desire to play here again and again. Some say our little corner of Wyoming is heaven on earth.

Dine in Style

The Pines restaurant is members only. The Pines Restaurant has been recognized as one of Jackson Hole's premier dining establishments for over 30 years. Offering seasonal selections, a wide variety of entrees, incredible desserts, and a talented staff known for making each meal memorable.

Pool

The Teton Pines swimming pool is the perfect place to relax and soak up the alpine sunshine after a refreshing swim. The pool features a saline purification system which is much gentler on your eyes, skin and hair. This all-natural method has a much softer feel and is much better for our environment. Additionally, Teton Pines offers an adult lap swim and social and children's swimming lessons, making the Pines Pool the place to be!

On the Courts

The Teton Pines Racquet Sports Program offers Club members two cushioned outdoor hard tennis courts and four cushioned outdoor pickleball courts with amazing views of the Teton Mountain Range. As Jackson Hole's only year round racquet sports facility, Teton Pines features a brand new dome for winter play with both tennis and pickleball courts.

Position Overview

The General Manager is appointed by the Teton Pines LLC Executive Committee which sets policies and strategy. He or she deploys these policies and strategies throughout Club operations through the management team and reports results to the Executive Committee and at least quarterly to the Partners. The General Manager, who reports directly to the President of the Executive Committee, is accountable for the performance of the management team and staff and for all operating performance. The management team includes the Assistant General Manager, F&B Director, Golf Course Superintendent, Golf Professional, Director of Tennis, Director of Wellness, Controller, Director of HR, and Director of Facilities Maintenance. Managing all day-to-day operations, the General Manager is responsible for the administration of employee matters, accounting, financial, and the Club's community relations.

The General Manager is responsible for shaping the quality of the Club's amenities and services to ensure excellent member and guest satisfaction. He or she works with the Executive Committee to shape and drive strategic direction of the Club experience and operations. Delivering a first-class member and guest experience in golf, racquet sports, dining and club-wide that is reflective of member preferences and feedback, industry trends and best practices while achieving budgeted goals will be a critical measure of success in this role.

The General Manager must be a creative leader who engages with the sophisticated membership and can direct, coordinate and control all facets of a premier full service, high-end private club. The successful candidate will have proven experience and success leading and managing all facets of club operations with a particular focus on dining and project management. Ideally, given the capital expansion/construction ongoing at Teton Pines, the candidate will have prior construction and facility expansion oversight. He or she will have demonstrated skill in assembling/developing a talented team of high performing staff. Candidates must possess strong communication, organizational, operational, and financial skills with a high degree of initiative and resourcefulness. The next General Manager and their family must strongly desire to live a mountain lifestyle year-round, and will look forward to fully integrating into the Jackson Hole community. A four-year degree, ideally from a quality hospitality or sports management program, is critical. A CCM designation is highly desired.

Duties and Responsibilities

- Effectively manage and oversee club operations. Senior Managers who report directly to the GM include the Assistant General Manager, Director of Member Experience, Director of Human Resources, Controller, Food and Beverage Director, Director of Golf, Golf Course Superintendent, Director of Racquets, Pool and Fitness Director, Director of Food and Beverage, and Facilities Director. The Senior Managers are responsible for the day-to-day activities and processes. Although the GM will rely on the Senior Managers to operate the daily activities, the GM is ultimately responsible for overall performance metrics and service. Create and manage the annual performance goals and results for Senior Managers.
- Set the standard for effective management, maintaining a high level of ethics, prudence, creativity, productivity, and demonstrating a concern for the supervision and development of the staff.
- Initiate directly and through department managers the emphasis of a member-first service culture that ensures tradition, member patronage, and maximizes the use of the Club's facilities.
- Actively engage in the recruitment, hiring and development of all personnel. This includes developing and building a team that supports one another in delivering services and programs and is focused on providing excellent service to members through ownership and initiative of their areas of expertise.
- Manage the development, implementation and ongoing monitoring of the annual operating and capital budgets and the Club's overall financial results. Manage costs and revenues and be accountable for progress against annual and short-term financial and operational goals.
- Maintain effective communication with the Executive Committee on club operations, financial reports, risk analysis, compliance, asset management, human resources, membership initiatives and capital projects. Attend and provide updates at the monthly Executive Committee meetings.
- Attend Club committee meetings as appropriate.
- Conduct an ongoing evaluation of Club programs and events to ensure the consistent provision of outstanding services to meet the needs and expectations of members, guests, and employees.
- Represent the Club to members, employees, and external agencies.

- Design, implement, and maintain operating policies and procedures that align and support the Club's goals.
- Take responsibility for the care, maintenance and upkeep of all grounds and facilities on campus, ensuring that an ongoing maintenance program is actively managed for the short and long term.

Requirements

- Bachelor's degree in business, hospitality management, or a related discipline.
- Minimum of five years' experience operating at a senior level in a private golf, social, or athletic club or other similar organization.
- Demonstrated progressive professional advancement.
- Food & Beverage management experience.
- Experience working with volunteer committees.
- Have attained or pursuing professional CMAA certification.
- A person of exceptional character; motivated, energetic, friendly, and dedicated to the profession. A leader and visionary who can suggest and implement strategies to the Executive Committee.
- The successful candidate will be a lifelong learner continually researching and understanding industry trends.
- Excellent verbal and written communication skills.
- Experience with capital improvement projects.
- Demonstrated long and short-term planning programs; a club professional visionary.

Competitive Compensation and Benefits

The Club offers an attractive and competitive compensation and benefits package to include:

- Excellent base salary
- Generous performance bonus
- Medical insurance for employee and family per employee handbook
- Matching 401(k) program
- CMAA dues and educational expenses at an agreed upon level
- Other ancillary benefits including discounted ski pass, discounted restaurant pricing

Professionals who meet or exceed the established criteria are encouraged to contact: GSI Executive Search, Inc.

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