

## CANDIDATE PROFILE

General Manager / Chief Operating Officer  
Fairfield Glade Community Club Fairfield  
Glade, TN

[www.fairfieldgladeresort.com](http://www.fairfieldgladeresort.com)



Video Profile Feature

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FAIRFIELD  
*Glade*

## Organization Overview

Fairfield Glade is a master-planned active adult community situated on the Cumberland Plateau with an elevation of 2,000 feet. The community is located near Crossville, Tennessee between Knoxville and Nashville. The property covers over 14,000 acres of wooded land with 11 lakes, 5,600 homes with approximately 9,400 residents, 490 resort timeshare units, 120 miles of roads, 400+ full and part-time staff, and a \$24 million operating budget. There is also a Sewer Division generating over \$3.4 million in revenue.

Fairfield Glade is an age-targeted rather than an age-restricted community. The Community Club is a not-for-profit 501 (c)4 Property Owners Association (POA) and a deed-protected community with Covenants and Restrictions to help maintain and enhance resident property values. Fairfield Glade offers multiple neighborhoods with a wide range of home sizes, price ranges, and views that include mountains, lakes, golf courses, and protected woodlands. Amenities and activities include:

- Four golf clubs with five 18-hole PGA-rated golf courses -- all with pro shops, snack bars and practice facilities. The Stonehenge and Brae courses are in the Top 5 rated public courses in Tennessee.
- Conference center containing a full-sized gymnasium, an indoor Junior Olympic-size pool, an arts and crafts room, a café, and banquet/meeting rooms.
- One restaurant, Stonehenge Grille, is operated by an outsourced third-party management company.
- A fitness facility containing a rehabilitation center owned by the Cumberland Medical Center.
- An award-winning Racquet Sports Center with 12 indoor/outdoor courts, pro shop, 8 pickleball courts, and two outdoor pools.
- Eleven lakes and two marinas for boating, fishing, and beach activities. Over 25 miles of hiking trails.
- A variety of planned activities and social events for residents and their guests. A nationally and state-accredited Police Department and a separate on-site volunteer Fire Department.

The General Manager serves as the Chief Operating Officer of the Club, reports to the Board of Directors, and is responsible for the leadership, supervision, and evaluation of the Senior Management Team (SMT):

- Director of Finance
- Director of Community Maintenance
- Director of Sewer Systems
- Director of Golf
- Director of Racquet Sports Director
- of Human Resources
- Director of Marketing and Events
- Chief of Police
- Director of Food and Beverage (Bobby Jones Links)
- Executive Admin. Manager
- Director of Information Technology

**[Please control click here for a short video.](#)**

## Position Summary

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The General Manager will:

- Establish and maintain positive and professional relationships with members and guests, sales, vendors, and members of the Board of Directors.
- Illustrate the ability to team build, develop staff, and provide growth opportunities through performance management and succession planning.
- Manage the financial condition of Fairfield Glade Community Club in a business-like manner, demonstrating an innate analytical ability to grasp numbers and understand their impact. Be a strong steward of the Club's finances with capital planning and operational decisions.
- Provide leadership and vision in the development and execution of operations while maintaining the integrity of the Club's service standards to enhance the member/guest experience.
- Develop a communications strategy that is clear, transparent, and timely internally and with Board, Committees, and Community members.
- Collaborate with the Board and SMT team to keep roles and responsibilities clear and well-functioning.
- Educate the Board and Committees on proper governance structure through orientations, charters, industry articles, and as-needed consultants.
- Illustrate ability in external governmental relations to work toward the betterment of the Community Club and surrounding area.
- Demonstrate and apply a broad knowledge of concepts, practices, and procedures for managing a diverse workforce and how it supports related operations.
- Supervise SMT team to ensure compliance with policies and procedures.
- Develop a strategic marketing plan to promote Fairfield Glade, enhance revenue, and continuously improve the member/guest experience.
- Serve with a high degree of visibility throughout the community/resort, both on and off the job, to ensure community/resort services are effectively communicated and efficiently delivered.
- Initiate and implement strategic initiatives to enhance member and guest satisfaction and support the Club initiatives.
- Ensure the highest level of customer service from all employees to current members and prospective owners to maintain a positive image and enhance the Community's reputation.

- Identify areas of process improvement and leverage best practices by working with appropriate resources as necessary.
- Lead initiatives that systematically enhance levels of member and guest services by designing and implementing related initiatives.
- Implement general policies established by the Board of Directors.
- Thorough working knowledge of the composition of association documents, understanding of governing statutes, and Board meeting procedures.
- Ensure the Club is operated in compliance with applicable local, state, and federal laws.
- Coordinate with the SMT team to develop the annual operating and capital budget to be presented to the Board.
- Monitor, manage, and implement the approved budget in compliance with standard acceptable accounting practices.
- Manage daily operations through effective delegation to the Senior Management Team (SMT).
- Periodically communicate with Community Club committees and Board liaisons. Fairfield Glade currently has 15 active committees. Identify methods to streamline the committee volume and functions with the Board President.
- Maintain the highest quality of staff through effective recruiting, retention, coaching, performance management, succession planning, and training.
- Create a positive work environment by maintaining the highest level of ethics and integrity consistent with applicable regulatory standards, and Community Core Values.
- Partner with Human Resources to minimize employee relations issues and exposure to litigation through the prevention of sexual harassment and discrimination.

## Position Expectations

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- A minimum of ten years as a General Manager, Property Manager, or comparable in a similar large-scale community development or municipal environment.
- BA/BS degree or equivalent. MBA is preferred.
- Community Association Management (CAM) Certification, CMCA, PCAM, LSM, or CMAA CCM certification, or the ability and desire to continue education by obtaining such certifications.
- Track record of implementing continuous improvement and enhancements in career.
- Extensive managerial experience in homeowners/resort settings, with a proven track record in creating and implementing new organizational, purchasing, service delivery, and strategic programs related to the efficiency and profitability of the Club.
- Proven strategic planning skills.
- Astute understanding of and experience with POA/HOA/Resort financials.
- Demonstrated experience in financial and process analysis--striving for continuous cost improvement. Experience in marketing large-scale community developments on a national scale.
- Working knowledge of recreation, wastewater systems, facilities, public safety, and community services.
- Understanding of applicable local, state, and federal laws and regulations.
- Strong leadership ability, motivational skills, and enthusiasm.
- A positive and upbeat attitude to ensure a productive work environment, managing sensitive information with confidentiality.

- Track record of strong work ethic and integrity.
- The reputation as a “high energy” effective and visible leader; exhibiting maturity, a positive image and disposition and superior communication and “people” skills.
- Demonstrated experience in working with elected Board of Directors.
- The ability to attract, train, mentor, and retain a talented and cohesive staff.
- Impeccable and verifiable references. All candidates will be subject to a thorough background review and must have an excellent credit record.

## Competitive Compensation and Benefits

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Fairfield Glade will offer an attractive and competitive compensation and benefits package to include:

- Base salary performance bonus
- Support for continuing education through CAI and/or CMAA
- Individual and family health insurance
- Standard benefits to include a generous 401k match
- Relocation assistance

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



**Scott McNett**

SENIOR PRINCIPAL

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