

CANDIDATE PROFILE

Director of Facilities
Lakewood Country Club
Dallas, TX

www.lakewoodcc.com



Organization

Established in 1912, Lakewood Country Club was Dallas' second 18-hole golf course. Originally designed by Scotsman Tom Bendelow, it is located on 129 acres at the corner of Abrams Road and Gaston Avenue, the perfect location to be enveloped by Dallas residents as it grew into Texas' third largest city. The Club is very successful today with a waiting list of over three years. It has truly become a second home for over 1,100 Member families, 90% of whom live within three miles from the Club.

The Club is so popular year-round that it does not really experience a peak season. Even during the heat of mid-summer, the pool and its surrounding dining and social areas become the epicenter of unprecedented dining and social activity. Golf rounds consistently exceed 30,000 annually.

Lakewood Country Club is entering into a new era of its rich and established history. In the Fall of 2025, the Club will undergo a major golf course renovation at the direction of renowned golf course architect, Andrew Green. All 18 holes are being redesigned to complement a new state-of-the-art practice facility, teaching studio and on-course comfort station. The Club also looks to address the Clubhouse in the near future following the golf course renovation. In addition to the improvements of the Club's infrastructure, there's a renewed focus on the Member and guest experience and service-minded culture amongst the team in all facets of the operation.

Position Overview

The Director of Facilities position is responsible for delivering the best possible presentation of the facilities to Members and guests. The Director of Facilities will oversee both the Building Maintenance team and Housekeeping/Laundry teams to maintain the quality of all Club facilities (excluding the Golf Course and Tennis Courts) in accordance with sound engineering practices. They'll oversee day-to-day operations of the departments and its personnel; directs service calls; repairs, alters and installs work according to developed or pre-set guidelines; troubleshoots malfunctions; and responds to service calls.

Responsibilities

- Responsible for the oversight of the Building Maintenance team and Housekeeping/Laundry teams.
- Responsible for the upkeep, including preventative maintenance of all Club facilities and equipment.
- Foster a culture of collaboration with the existing team to focus on providing an exceptional Member and guest experience.
- Responsible for recruitment, training, supervision and termination of department leadership.
- Develop well-rounded SOPs for both the Building Maintenance and Housekeeping/Laundry departments.
- Oversee the implementation of a Building Maintenance software solution for work orders, vendor management, preventative maintenance and fixed assets.
- Prepare the annual budget for Building Maintenance and Housekeeping/Laundry including any capital expenditures.
- Maintains and updates separate five-year preventative maintenance and capital improvement plans for all buildings (exterior and interior).
- Administers and directs all major and minor repairs and improvements. Acts as project manager by procuring bids and contracts required for all improvements. Coordinates in-house retrofit and cosmetic improvement program as directed by the AGM and/or General Manager.
- Supervises the purchasing of all goods and materials; initiates purchase orders for physical plant and facilities maintenance supplies, machinery, equipment, parts and services, as required.
- Maintains and monitors all Club systems not limited to fire, phone, data, lighting, IT, HVAC, electrical, cable and TV.
- Conducts daily facilities walkabouts and specific site inspection with department management team.
- Conducts weekly walkabouts with the AGM and/or General Manager.
- Collaborates with the Director of Security & Safety in preparing all necessary reports required by the city and county concerning safety, health and fire and provides for the renewal of all permits and licenses.
- Effectively coaches and mentors employees; proactively supports employee involvement and development; counsels employees on performance standards; and conducts annual performance reviews.
- Responsible for maintaining a clean and safe working environment with continual emphasis on promoting employee health and safety. Assists in training colleagues in proper safety techniques.
- Execute other duties as assigned by AGM and/or General Manager.

Education and Experience

- Two-year degree in related field with continuing education in Mechanical Engineering, Architectural Engineering, HVAC, plumbing or related field preferred.
- 6-8 years progressive experience as an Engineer, Facilities Maintenance Professional or related position preferred.
- Supervisory experience required. Preferably between 3-5 years.

- Hospitality or private club experience preferred.
- Professional experience in project management and contract negotiation preferred.
- Professional experience in site planning, layout, grading and storm water management.
- Proficiency in Microsoft 365 and other facility maintenance software programs preferred.
- Bi-lingual preferred.

Job Knowledge, Core Competencies and Expectations

- Ability to operate in a fast-paced and systematic manner with emphasis on attention to detail.
- Mechanically inclined with all-around knowledge of mechanical systems, plumbing, electrical and refrigeration. Hands-on capabilities for repairs.
- Organizational abilities to coordinate Club projects and renovations. Understanding of energy management and related systems.
- Demonstrated ability to manage multi-discipline projects and utilize technical support staff.
- Ability to develop and maintain awareness of occupational hazards and safety precautions; Skilled in following safety practices and recognizing hazards.
- Knowledge of and ability to perform required role during emergency situations.

Licenses and Special Requirements

- HVAC, Electrical and Swimming Pool Certification preferred.

Physical Demands and Work Environment

- Occasionally exposed to wet and/or humid conditions; high, precarious places; extreme cold; extreme heat; risk of electrical shock; and vibration. The noise level in the work environment is usually moderate to loud.
- Frequent lifting, bending, climbing, stooping and pulling.
- Frequent repetitive motions.
- Continuous standing and walking.

Competitive Compensation

The Club offers a Comprehensive Benefits Package, commensurate with qualifications and experience.

Lakewood Country Club ("LLC") is an equal opportunity employer that does not discriminate in hiring or any other employment decision on the basis of race, color, sex, citizenship, national origin, ancestry, veteran status, age, physical or mental disability unrelated to the ability to perform work required, or any other criteria prohibited by applicable state or federal law. The information obtained in this application is intended to secure information solely for the purpose of employment.

Individuals who meet or exceed the established criteria as detailed in this position profile and posting are encouraged to send both a cover letter and resume to Tara Osborne at tara@gsiexecutivesearch.com in PDF format, attached via email with the subject line: Lakewood Country Club Director of Facilities.



Tara Osborne

Principal



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