



Position Title: Director of Human Resources

Lakewood Country Club

Dallas, Texas

<https://www.lakewoodcc.com>

Department: Administrative & General

Reports To: General Manager

CLUB AND POSITION OVERVIEW

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 its 1,100-plus member families, of which 90% 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.

The Club seeks to establish a formal Human Resources department headed by a seasoned, degreed, professional Director of Human Resources. This is a new position for the club. It is a department head level position that will report directly to the General Manager. The Director of Human Resources will work in conjunction with all other department heads assisting them with staff recruitment, orientation, onboarding, continuous training, professional development and discipline, all focused on delivering a premier member experience consistent with the club's mission and vision.

LAKWOOD COUNTRY CLUB BY THE NUMBERS

- Gross revenue: \$18 MM
- Food & Beverage revenue: \$5 MM, of which 85% is from a la carte dining
- 58,000-square-foot clubhouse
- Total membership: 1,100 + families with a three-year wait list
- Initiation fee: \$80,000
- Full member dues: \$10,980 annually
- Tom Bendelow 18-hole championship golf course; redesigned in the 1950s by Ralph Plummer; redone in 2013 by Coore & Crenshaw
- Practice range
- Golf pro shop
- Men's and women's locker rooms
- Five a la carte dining venues seating a combined total of 400
- Banquet room seating 300 wedding sit-down / 400 cocktail reception
- Wine room with wine cellar
- 3,000-square-foot fitness center
- Fitness center "Kidz Club" for child minding
- Two massage rooms
- Recreational swimming pool with baby pool and snack bar
- Eight hard-surface, lighted tennis courts
- Tennis pro shop
- One pickleball court
- 300-plus employee peak season; 175 full-time year-round

POSITION SUMMARY

The Director of Human Resources is responsible for the overall administration, coordination and evaluation of the human resource function. The position reports directly to the General Manager. Tasks listed below are expected of the Director but not limited to the following:

- Overall control of all HR functions.
- Formulating personnel systems and strategies appropriate to the club's mission and goals.
- Recruiting staff to ensure suitability for interview by department leaders.
- Developing remuneration and reward procedures in conjunction with department leaders.
- Keeping the General Manager informed on personnel and employee-relations policies, as needed, to preserve and facilitate club strategy.
- Planning and directing employee training and professional development programs and assisting department leaders with implementation.

- Improving management/employee communications, including mediating disputes and advising line managers on how to implement personnel policies.
- Ensuring compliance with employment law.
- Ensuring that health and safety procedures are adequate.

ESSENTIAL RESPONSIBILITIES (INCLUDING BUT NOT LIMITED TO)

- Developing, administering and maintaining handbook, policies and procedures for club employees in accordance with business protocols and operations.
- Evaluating human resources processes and strategies to determine improvements; and ensuring processes are fair, respectful and help make the club a great place to work for all club employees.
- Maintaining knowledge of industry trends and employment legislation to ensure the club's compliance.
- Assisting managers in developing their departmental and individual performance goals for employee development initiatives.
- Overseeing and implementing recruiting standards and retention goals.
- Assisting executive management in the annual review, preparation and administration of the club wage and salary programs.
- Developing and administering effective training programs; redeveloping existing and new staff seasonal orientation.
- Scheduling and creating management training series.
- Supporting club employees by providing human resource advice, counsel and decisions by analyzing information and applications.
- Assisting managers in employee engagement, staff issues resolution and performance improvement planning.
- Serving as a member of the Employee Event Committee and conducting different employee events throughout the season.
- Performing monthly payroll audits and regulatory compliance for payroll, workers' compensation and benefits administration.
- Acting as benefit administrator for health and life insurance and 401(k) retirement accounts; coordinating benefits education meetings and open enrollments; assisting employees in claims issues; and ensuring compliance reporting.
- Implementing and developing internal employee recognition program.
- Composing and revising job descriptions to remain current with industry and competitive trends, as well as compliance with FLSA and DOL requirements.
- Remaining current in compliance, trends and improvements through seminars, webinars and professional associations.
- Preparing job postings; recommending posting sites; assisting in phone screenings and interviews; preparing offer letters; performing onboardings; and presenting employment

agreements while simultaneously owning the management of all employee lifecycle components, including recruiting, onboarding, transfers, offboarding, leave management, employee files and more.

- Acting as Health and Safety Administrator in coordination with the club's Safety Coordinator; maintaining the club's Health and Safety Plan and planning/leading educational meetings, as well as training employees on various safety procedures and investigations for workers' compensation and club risk management.
- Ensuring state and federal compliance with OSHA, ACA, unemployment and workers' compensation.
- Participating in management and staff meetings as required.

EDUCATION, EXPERIENCE AND ADDITIONAL QUALIFICATIONS

- A four-year bachelor's degree in related field is a requirement for this position.
- Minimum of five years' experience serving as an HR Director position in the hospitality industry; experience at a private club is preferred.
- Membership participation in human resources professional associations is a plus.
- Must possess a valid driver's license.
- The final candidate must pass all background and pre-employment testing and verification. The position does require a full background report (criminal, general background, driving, work history, employment verification, reference checks, sexual registry and credit history), all cleared and approved before employment award.
- Fluency in English and Spanish is critical to success in this position.

SALARY AND BENEFITS

- This is a full-time salaried position with a full benefits package.
- Health, dental and vision insurance per the Lakewood Country Club employee benefits package.
- Life and AD&D insurance
- Long-term and short-term disability
- 401(k) plan with employer match upon completion of eligibility requirements
- Competitive salary commensurate with qualifications and experience, with potential for performance bonus
- Professional association dues

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.

CONTACT INFORMATION – WHERE TO SEND ALL DOCUMENTS

Note: The preferred method of contact is email. Please send your cover letter and resume in PDF format, attached via email with the subject line: Lakewood CC Dallas, Human Resources. If sending via regular mail, please mark – Lakewood CC, Dallas, Human Resources – on the outside of your envelope. Thank you.

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