

CANDIDATE PROFILE

Club Manager

Omni Rancho Las Palmas
Rancho Mirage, California



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The Organization

Located in the heart of beautiful Rancho Mirage, California, Omni Rancho Palmas Resort & Spa is a premier desert resort destination offering luxury hospitality, recreation and lifestyle experiences in an iconic Palm Springs setting.

The resort features 444 beautifully appointed guest rooms inspired by classic Spanish Colonial architecture and surrounded by breathtaking desert landscapes. Guests and members enjoy championship golf, tennis, wellness amenities, family programming, exceptional dining experiences and a vibrant social atmosphere that defines the Southern California resort lifestyle.

Omni Rancho Palmas is recognized for delivering exceptional guest and member experiences through a culture rooted in respect, gratitude, empowerment and operational excellence. Associates enjoy a collaborative and service-driven environment focused on professional growth, mentorship and leadership development.

OMNI RANCHO LAS PALMAS DETAILS:

- Ownership Structure: Omni owned
- Membership Size: Golf members currently 40, proprietary members 1,075 and 100 tennis and pickleball members
- Golf Courses: Currently 24 holes, proposed 27 holes
- Number of Employees: 43
- Food & Beverage Outlets: One restaurant and a snack bar
- Annual F&B Revenue: \$223K
- Racquet Sports Facilities: 20 tennis courts and 20 pickleball courts run by Cliff Drysdale
- Capital Projects: \$11M renovation for the golf course and \$1M clubhouse
- Average Member Age: 73
- Board / Governance Structure: Compliance committee and HOA board
- Technology Platforms: EZLinks for golf, Play by Point for tennis and Jonas for accounting

Position Overview

Omni Rancho Palmas Resort & Spa is seeking an experienced and highly visible Country Club Manager to oversee all facets of club operations while enhancing the overall membership experience.

This strategic leadership role requires a dynamic hospitality executive capable of balancing long-term planning with hands-on operational leadership. The Country Club Manager will lead all areas of club operations while driving financial performance, associate engagement, operational consistency and member satisfaction.

The successful candidate will foster a culture of excellence, accountability and service while collaborating closely with resort leadership to deliver a seamless and elevated member experience.

Responsibilities

STRATEGIC LEADERSHIP

The Country Club Manager will provide strategic direction and operational leadership across all areas of the club while ensuring alignment with Omni's luxury hospitality standards and member-focused culture.

- Assisting in the development and execution of long-range business plans, capital strategies and annual budgets.
- Participating as an active member of the Omni Rancho Palmas Executive Committee.
- Leading and supporting the senior club leadership team across all operational divisions.
- Identifying key drivers of operational and financial success.
- Creating and maintaining a member-centric culture focused on service excellence and innovation.
- Driving operational consistency while aligning departmental goals with overall resort objectives.

OPERATIONAL EXCELLENCE

The Country Club Manager will oversee all Club operations and ensure a seamless, elevated experience across every member touchpoint.

- Membership Operations
- Golf Operations
- Family Programming
- Tennis & Racquet Sports
- Health & Fitness
- Club Facilities & Amenities

OPERATIONAL EXPECTATIONS

- Maintaining a visible and hands-on leadership style.
- Developing and enforcing operational policies and procedures.

- Collaborating closely with Human Resources, Food & Beverage, Rooms, Catering and Banquet departments.
- Overseeing organizational planning, staffing structures and operational workflows.
- Ensuring the club's facilities and assets are maintained to Omni standards.
- Communicating clear operational goals and expectations to all departments.

TEAM LEADERSHIP & CULTURE

The Country Club Manager will cultivate a high-performing and service-driven culture rooted in accountability, communication and professional development.

- Building and maintaining a cohesive leadership team.
- Developing training programs, SOPs and operational standards.
- Fostering associate engagement and responding proactively to team feedback.
- Leading with an open-door management philosophy.
- Holding team members accountable while maintaining a positive and supportive environment.
- Creating a culture focused on exceptional service delivery and continuous improvement.
- Supporting operational excellence through mentorship, coaching and communication.
- The ideal candidate will inspire confidence, encourage collaboration, and lead with professionalism and integrity.

MEMBER & COMMUNITY ENGAGEMENT

This leader will play a critical role in strengthening member relationships and enhancing the Club's reputation within the local community.

- Ensuring the highest levels of member satisfaction and engagement.
- Responding proactively to member feedback and concerns.
- Supporting membership growth, retention and sales initiatives.
- Leading exceptional member programming and lifestyle experiences.
- Collaborating with membership committees and the Board of Governors.
- Assisting the membership team with challenging member situations and service recovery efforts.
- Building strong relationships with members, guests and community stakeholders.
- The successful candidate must be highly visible, approachable and passionate about delivering memorable experiences.

FINANCIAL & BUSINESS MANAGEMENT

The Country Club Manager will oversee the financial health of the Club while supporting the combined financial success of the Club and Resort operations.

- Developing and managing annual budgets and monthly forecasts.
- Monitoring operational performance and implementing corrective actions as necessary.
- Partnering with Resort Accounting to analyze financial statements and manage cash flow.
- Maintaining labor and expense controls while maximizing operational efficiencies.
- Supporting revenue growth and membership retention initiatives.
- Making financial decisions with an ownership mindset.
- Ensuring compliance with local, state and federal regulations.
- Participating directly in risk management, safety, legal and workers compensation matters.
- The successful candidate will possess strong business acumen, financial discipline and operational leadership skills.

Candidate Attributes

The ideal candidate will be a strategic and highly service-oriented hospitality executive with proven success leading complex private club or resort club operations.

- ▶ Minimum of 7 years of executive leadership experience within the private club or resort club industry, HOA experience is a plus
- ▶ Demonstrated success managing multi-facility operations
- ▶ Proven ability to elevate member satisfaction and service standards
- ▶ Strong financial acumen with experience managing budgets, forecasting and operational performance
- ▶ Exceptional communication, leadership and interpersonal skills
- ▶ Strategic mindset with the ability to navigate challenges and identify opportunities
- ▶ Proven success developing and leading high-performing teams
- ▶ PGA and/or CMAA certifications preferred but not required
- ▶ Strong operational background with experience across golf, membership, recreation and hospitality operations

Competitive Compensation

- ▶ \$140k-\$165k + 20% incentive potential
- ▶ Competitive Benefits Package
- ▶ Professional Development Opportunities

To be Considered

Qualified candidates are encouraged to submit a thoughtful cover letter and resume for consideration. The cover letter should be addressed to **Spencer Cody, Corporate Director – Club and Golf Operations**, and should clearly articulate your alignment with the role, your relevant experience, and why this opportunity at Omni Rancho Las Palmas is of interest to you at this stage of your career.



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