

CANDIDATE PROFILE

General Manager

The Oasis Country Club

Palm Desert, CA

www.theoasiscountryclub.com



Organization

The Oasis Country Club is a gated private HOA community located in Palm Desert, California. The 662-unit community features 18 pools and spas, a par 60 executive length golf course with 22 lakes, 1 lighted tennis court, 1 dual court, and 4 pickle ball courts. The extremely active membership participates in a wide variety of social events in its beautiful two-story clubhouse featuring two restaurants and lounges, multiple meeting rooms, men's and ladies' locker rooms, a putting course, gym, and a library/card room.

Oasis Country Club operates as a semi-private operation allowing non-member golf play and hosting of events. Members are allowed a longer advanced tee time window, and the catering events are balanced to provide minimum impact to the resident Members. There are two men's play days and two women's play days each week as well as multiple standing games. The course accommodates approximately 35,000 rounds per year with 3 ½ hour rounds being common.

There is a veteran and skilled staff on site providing Members the ultimate in amenities and services. The atmosphere at the Club is described as "friendly and family." Many staff members have been at the Club for over 20 years. Direct reports to the General Manager include the Administrative Assistant, Maintenance Supervisor, Controller/HR, Food and Beverage Director, Executive Chef, Head Golf Professional, Golf Course Superintendent, and Housekeeping Supervisor.

The HOA is administered by a five-person board with alternate rotations of two and three years. The HOA has 10 committees with whom the General Manager works. Annual operational and capital budgeting are done by the General Manager and department heads and then reviewed by the Finance Committee and Board. The initiation fee and dues schedule are very reasonable as is the food and beverage and non-Member daily round fees.

Position Summary

Serves as Chief Operating Officer of the Association. Manages all aspects of the country club and Homeowner's Association including activities and the relationships between the Board of Directors, Owners, Members, guests, employees, community, government, and industry. Coordinates and administers the Association and Club's policies as defined by the Board of Directors. Develops operating policies and procedures and directs the work of all department managers. Implements and monitors the budget, monitors the quality of the Club's and Association's products and services, and ensures maximum owner, Member and guest satisfaction. Secures and protects the Associations assets, including facilities and equipment.

Responsibilities

- Implements general policies established by the Board of Directors; directs their administration and execution.
- Plans, develops, and approves specific operational policies, long range and annual plans, operating reports, forecasts, budgets, reserve study, programs, procedures and methods in concert with general policies. Prepares annual reserve study.
- Publishes a basic personnel policy; initiates and monitors policies relating to personnel actions and training and professional development programs for staff.
- Maintains membership with Club Managers Association of America and CACM or CAI. Attends conferences, workshops, and meetings to keep abreast of current information and development in the field.
- Coordinates development of operating and capital budgets according to the budget calendar; monitors monthly and other financial statements; and takes effective corrective action as required.
- Attends Board of Directors meetings and Committee meetings, prepares agenda, meeting minutes, and subsequent response letters from Board of Directors. Manages records and files of each meeting.
- Functions as a "visionary" to the Board of Directors Association and Club operations.
- Consistently assures that the Club and Homeowner's Association is operated in accordance with all applicable local, state and federal laws.
- Ensures the highest standards for food, beverage, and other Club services.
- Works with subordinate department heads to schedule, supervise and direct the work of all Club employees. Meets with department heads on a regular basis to maintain proper communication about upcoming events.
- Oversees the preparation and design of the Association newsletter including writing or editing of articles as needed.
- Coordinates the development of the annual social calendar.
- Manages all aspects of the homeowner's association common areas, i.e. pool areas, common areas, security, golf course, and maintenance.
- Receives, investigates, and acts upon complaints from owners, guests and employees.
- Oversees onsite Architectural/Landscape inspections and follow up.

Requirements

The General Manager will be the consummate professional, well versed in all facets of Club administration. He or she will have a strong working knowledge with the following skills and attributes:

- A minimum of five years as a General Manager, Assistant General Manager, or Clubhouse Manager in a comparable private club or bundled community association. Candidates will have a working knowledge of all facets of private club operations with strong emphasis on:
 - Financial management
 - Food and beverage management
 - Home-Owner Association management
 - Personnel management
 - Long range and capital planning and reserve fund management
- Attributes to include:
 - An outgoing and friendly personality-hands-on and member-friendly
 - Leadership and team building skills with the ability to motivate a veteran staff
 - Excellent communication skills at all levels
 - Proven staff training skills
 - Attention to detail with consistent ability to follow-up and follow through
 - A great appreciation for the history, traditions, and camaraderie of the Oasis Country Club
- The ability to function in a traditional Committee environment; to respond to the ideas and energies of the Community's Standing Committees.
- The ability to see the "big picture" but also to have a critical eye for detail.
- A career path marked with a logical progression of title and responsibility, stability of tenure and accomplishment.
- The reputation as an effective and visible leader; exhibiting maturity, a positive image and disposition, and superior communication skills.
- The ability to attract, train, mentor, and retain a talented and cohesive staff. Food and Beverage training and service skills are a must.
- The proven ability to understand and effectively financially manage a private HOA community; grow revenues, and control costs.
- A Hospitality, Business Management, or related degree is preferred.
- The CCM designation is preferred. CAM is a plus.
- Impeccable and verifiable references.

Competitive Compensation & Benefits

- A base salary and annual performance bonus
- Individual and family health insurance
- Participation in the Club's 401K plan
- A full CMAA package to include dues and education expenses
- A Community Association Institute package to include dues educational expenses

Individuals who meet or exceed the established criteria detailed in this position profile and posting are encouraged to send both a cover letter and resume.



Terry Anglin, CCM, CCE, ECM
Principal



terry@gsiexecutivesearch.com



901-550-9338

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