



Candidate Profile

Club Manager

The Springs
Rancho Mirage, California
www.thespringsrm.com



Organization

The Springs is a private, gated community located in Rancho Mirage, California, consisting of 817 residential units, an 18-hole golf course, a 48,000-square-foot clubhouse facility, a snack bar, and fitness and tennis centers featuring the full array of exercise and gym equipment, saunas, massage rooms and 12 tennis/pickleball courts. Founded in 1975, the community has appealed to well-heeled and discerning buyers, and today it remains one of the original private clubs of the Coachella Valley.

Currently, the clubhouse is concluding on a \$4.2 million renovation project which will transform all dining and lounge facilities into a vibrant and contemporary setting and significantly expand outdoor patio dining. The Springs Community Association acquired all of the club-related assets as of November 1, 2019.

DINING FACILITIES:

- Causal to formal dining room seating up to 120
- Lounge and bar area with seating
- Outdoor dining (capacity TBD)
- Four separate private banquet rooms available for dining, speaker events and other social activities
- Outdoor event lawn and space to host larger events
- Snack bar (Oasis), casual dining with 56 seats

The club operates 12 months annually and closes June-August with limited facilities available.

Position Summary

The Club Manager's purpose is to direct all phases of clubhouse operations, and primarily front-of-house food and beverage activities. He/she will be a dynamic, visible and accessible leader for members and staff alike. A friendly, outgoing personality is a necessity, as is a strong working knowledge of delivering superior service and dining experience to the community membership. The club seeks candidates with proven food and beverage experience with the ability to enhance member/guest engagement through proven leadership skills. Team development is a must, as is the ability to drive a high-end service culture throughout. The Club Manager is responsible for setting direction, allocating resources and managing the financial viability of the club. Direct reports include the Assistant Club Manager and one Food and Beverage Supervisor.

Responsibilities

Leadership:

- Promote and institutionalize a culture of hospitality. Focus the team on creating preeminent experiences that are consistent, predictable and polished. Create an environment where members feel important, recognized and valued and where staff is provided opportunities for growth, development and training.
- Provide a culture of leadership. Must lead by example and thrive on fostering teamwork, servant leadership and accountability by leveraging unique strengths and empowerment while driving employee appreciation and retention.
- Establish and set the tone for effective communication and member accountability. Provide for clear, consistent messaging around policies, bylaws, member/staff recognition and club projects.

Employee Relations:

- Manage, motivate and lead a high-performing management team and instill a sense of pride, passion, dedication, loyalty and cohesiveness within team members ensuring a collegial and gratifying working environment.
- Promote a culture of high performance and continuous improvement that values learning and commitment to service, excellence, diversity and a safe work environment.

Performance Management:

- Monitor staff performance and development goals, set objectives, establish priorities, and conduct annual performance appraisals. Hire, develop, mentor and manage the team; ensure appropriate organizational structure, level of staffing and build bench strength.
- Monitor monthly and other financial reports/statements on a daily, weekly and monthly basis for The Springs and take effective corrective action when necessary.
- Build business plans, budgets and forecasts to achieve the existing and future vision of The Springs that may or may not be confined to the current business operation.
- Create and maintain a balanced leadership approach focused on healthy governance, membership satisfaction, staff development and hitting the numbers.

Service:

- Ensure the highest standards and quality for food and beverage options and service at all dining venues.
- Provide a positive, enthusiastic image for The Springs by ensuring that members enjoy high-touch service, quality product/service and an exciting calendar of events.
- Ensure the quality of the member service activities. Formulate general plans and oversee their implementation toward achieving member service excellence at The Springs.

Communication:

- Nurture and build personal relationships with the board, all members and guests and staff to foster positive working relationships and trust.

Requirements

- Confident, engaging leader with a proven track record of providing high-level service and experience in a premier facility. Highly organized and detail oriented with strong operational management skills and attention to detail. Ability to foster positive relationships with members and all levels of staff. Exceptional communication skills, both written and verbal, with the appropriate personal presence, diplomacy and ability to interact effectively with the board, facility members, guests, staff and vendors.
- College graduate with a degree in business, hospitality management or related field preferred
- Minimum of 5-7 years of experience working as a Club Manager, Assistant Manager or equivalent position in a member-owned premier facility
- Strong business acumen and understanding of financial, legal and member implications of decisions in the club and HOA environment
- Certified Club Manager (CCM) achievement from the Club Managers Association (CMAA) preferred

Compensation and Benefits

- Salary is open and commensurate with qualifications and experience.
- Benefits package includes health/dental insurance, paid time off, 401(k) matching program and life insurance.
- The club will offer continued Club Manager's Association of America (CMAA) benefits and continued education.
- The club will offer an incentive plan.
- Relocation assistance.

Resumes Should Be Submitted By December 12, 2020.

Professionals who meet or exceed the established criteria are encouraged to contact:

GSI Executive Search, Inc.
Terry Anglin CCM, CCE, ECM
terry@gsiexecutivesearch.com