

GENERAL MANAGER/COO PROFILE: COUNTRY CLUB OF THE ROCKIES EDWARDS, CO

THE GENERAL MANAGER/COO POSITION AT THE COUNTRY CLUB OF THE ROCKIES

An exciting opportunity exists for someone who enjoys the Mountain lifestyle to become the next General Manager/COO of the highly regarded Country Club of The Rockies. The Club is seeking an experienced club management professional who embraces the community and the lifestyle of living in a mountain community.

[Click here to view a brief video about this opportunity.](#)

Sunshine and blue sky oversee an immaculately maintained Jack Nicklaus Signature course nestled among mountain ranges and the Eagle River. Country Club of the Rockies is a member-owned private golf club, with 358 members, located in the beautiful Arrowhead at Vail gated home community of the Vail Valley, Colorado.

Country Club of the Rockies (CCR) has a diverse membership from throughout the world. For many, CCR is their primary summer club while belonging to multiple other clubs. For a growing number, it is home 12 months of the year. The Club has a Mountain Casual Culture that started back in 1984 and has continued through today.

The Jack Nicklaus Signature designed golf course is consistently ranked among the very best courses in Colorado and it is renowned for meticulous conditioning. Jack Nicklaus features CCR in his book, *A Golden Eighteen*, as one of his 18 favorite course designs. This is significant since he has designed over 300 golf courses worldwide. In addition to the golf course they have an extensive practice facility and a full service clubhouse. Since the Club's inception they have leased the restaurant, at the clubhouse, to an independent operator and allowed public access to the restaurant. The GM/COO and Board approves the annual budget for the restaurant and there are special member privileges.

Not only does the Club provide their Members and Guests with a challenging and pleasant golfing experience on a nationally recognized golf course for 6 months of the year but they also have access to Arrowhead Ski Mountain, which is the furthest west area of world renowned Beaver Creek Ski Resort. The Golf Professional Staff has started a recent tradition of skiing with the Members on Wednesdays during the winter months. The Golf Course also has a snowshoe and cross country ski trail that is maintained by the Golf Course Maintenance Staff giving Members year round activities.

CCR is more than a golf club; it is a community of wonderful people whose objective is to enhance lifestyles and build relationships. The Club provides an exciting and fun-filled menu of golf, skiing, fly fishing, fine dining and live entertainment summer and winter, and a diverse social "Calendar of Events" including the annual Member-Member and Member-Guest Tournaments, Couples Golf, Seasonal Parties and Wednesday Winos for the enjoyment of its members and their guests. Additionally, there is an active Women's golf program.

Country Club of The Rockies Vision:

To be a premier Member-owned country club committed to providing exceptional facilities and services to members and their guests. To maintain the finest traditions of private club membership, an extraordinary golf experience, and a club environment that provides the opportunity for camaraderie amongst Members and enrichment to their lives.

Country Club of The Rockies Mission:

Always strive to offer an unparalleled personal service experience to each Member and guest, delivered with a sense of warmth, friendliness and professionalism.

Please visit the website at: www.countrycluboftherockies.com.

GENERAL MANAGER/CHIEF OPERATING OFFICER (GM/COO) JOB DESCRIPTION

The General Manager/Chief Operating Officer (GM/COO) reports to the President of the Board and is responsible for implementing the Board's policies. The General Manager/Chief Operating Officer will be held accountable for all areas of the Club and will ensure the synergism of all Club activities. He/She becomes the Board's bridge to the staff and enables the Board to avoid the intricacies and short-term focus that is the staff's responsibility.

The GM/COO manages all aspects of the Club including its activities and the relationships between the Club and its Board of Directors, members, guests, employees, community, government and industry. Coordinates and administers the Club's policies as defined by its Board of Directors and By-Laws of the Club. Develops operating policies and procedures and directs the work and development of all department managers. Implements and monitors the budget, monitors the quality of the Club's products and services and ensures maximum member and guest satisfaction. Secures and protects the Club's assets, including facilities and equipment.

The Club is currently reviewing their Strategic Vision for the future with possible significant improvements to the lifestyle experience at the Country Club of The Rockies. This could include activities and amenities for a fitness and ski program and a re-design of the F&B offering. The GM/COO will be expected to work directly with the Board and membership to help craft, communicate and implement that vision.

The highly regarded GM/COO will be leaving the position after eight years of outstanding leadership and will assume the role of Membership Director which is a new role for the Club. He will report to the GM/COO.

DIRECT REPORTS:

Head Golf Professional; Grounds and Golf Course Superintendent; Controller; Pro Shop Merchandising Manager; Office Manager/Administrative Assistant; Maintenance Engineer and their respective subordinates along with directing the restaurant Operator in accordance with the management agreement.

CANDIDATE QUALIFICATIONS

The successful candidate will be visible to Members and Staff, a visionary with proven communication skills, leadership skills, and exceptional financial/budgeting skills that have yielded verifiable results in a similar club setting.

The ideal candidate will possess a minimum of 5 years of verifiable, progressive leadership and management experience in similar club environments.

The prospective GM/COO must be a charismatic, passionate professional and have outstanding membership relations and communication skills, both in written form and verbally. Additionally, he/she must have a proven record of strong service/operational management skills and will have an impeccable career path ensuring the highest standards of operation and attention to detail. The successful candidate will possess sound business acumen, food and beverage knowledge and be able to provide the energy and desire to interact with the membership on a 'model professional' level.

The club is looking for a "visionary type" who understands trends in the private club industry and can help position the Club to successfully take advantage of these trends. The GM/COO will exhibit creativity in providing and expanding programs for the membership to enjoy, both in the summer and winter and will take a sincere interest in member and guest satisfaction.

Experience with long term and strategic planning will be an asset to the successful candidate. The ideal candidate should have experience in a "seasonal" environment, wherein staffing levels are widely variable from season to season and maintaining quality and consistency are an annual challenge.

The new GM/COO will seek to enhance Member experiences through inspiring department managers and employees and will demonstrate leadership skills in team building, employee motivation and especially service training.

ADDITIONAL CHARACTERISTICS:

- A proven leader with a multidimensional talent base encompassing a multitude of critical areas necessary for success, including but not limited to: Management and coaching staff development, marketing, communication skills, interpersonal skills, drive, integrity and diplomacy. A pragmatic perfectionist that is always seeking to improve the Member experience.
- A “Team Builder.” A person who embodies the persona of ultimate coach and motivator; someone who brings out the very best in those around him/her by setting clear goals and expectations, providing consistent feedback and support, and who is respectful and professional in all interpersonal dealings.
- A confident, diplomatic and competent professional who is a ‘doer’ and take-charge person and who recognizes the importance of accountability. A creative problem solver who commands respect because of the way he/she interacts with others and lives up to his/her word and confidently puts forth recommendations to the Board members.
- An individual who possesses a style and presence, in addition to personal and professional integrity, commensurate with the Mission of the Country Club of The Rockies.
- Diverse management experience with a high touch sense of leadership and service and is a leader with a desire to train.
- Prior GM/COO experience in a similar type club (i.e. seasonal golf club). Strong and proven people management skills.
- Experience with major facility upgrade projects is desirable.

Embracing of the Colorado mountain outdoor lifestyle and living in a vibrant mountain community is critically important to the long term success and satisfaction of the chosen candidate.

The successful candidate will be active and well respected in his or her local and national CMAA organization.

EDUCATIONAL AND CERTIFICATION QUALIFICATIONS

A college degree and the CCM designation are preferred.

SALARY & BENEFITS

Salary is open and commensurate with qualifications and experience. Along with the typical CMAA benefits, the club offers an excellent bonus and benefits package.

INSTRUCTIONS ON HOW TO APPLY

Please upload your resume and cover letter (in that order) using the link below. You should have your documents fully prepared to be attached when prompted for them during the online application process.

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If you have any questions please email Nan Fisher: nan@kkandw.com

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DIRECTOR OF GROUNDS PROFILE: AUGUSTA COUNTRY CLUB AUGUSTA, GA

THE DIRECTOR OF GROUNDS (DG) OPPORTUNITY AT AUGUSTA COUNTRY CLUB

Augusta Country Club is looking for a Director of Grounds (DG) that is successfully managing Bentgrass greens in a challenging environment and is experienced with the maturation of newly sodded turfs. The DG will be a strong, outgoing, energetic, communicative, detail-oriented, empathetic, positive work culture driven team leader with a passion for the game of golf and providing premiere golfing conditions.

[Click here to view a brief video about this opportunity.](#)

AUGUSTA COUNTRY CLUB

Since its humble beginnings, the Mission of Augusta Country Club has remained constant:

“To provide its members and guests with the highest quality dining, entertainment, and recreational experience.”

Augusta Country Club is a private country club situated approximately three hours East of Atlanta, in the city of Augusta, GA. Originally known as Bon Air Golf Club then later Country Club of Augusta, the course has gone through numerous changes since the original 9-holes were constructed in the 19th century. In 2001, under the guidance of Brian Silva, the Club successfully completed a restoration based off the original 1927 Donald Ross sketches obtained at the Tufts Archives in Pinehurst, North Carolina, and that is how it remains today.

The four gentlemen who introduced an outdoor sport and game – a game called golf – to Augusta and Summerville residents, were Dr. William Henry Harison, Jr., Morley Harison, Henry H. Cumming and Louis P. Berckmans. As this history of the game of golf and the Augusta Country Club unfolds, one can truly be grateful to those four men, who had the foresight to learn about and bring golf to the village of Summerville in Augusta; for golf has been one of the larger instruments in the city's history and has caused Augusta to be heralded throughout the world as one of the most important golf centers in America.

Augusta Country Club is the first established golf club in Augusta which had its beginnings documentary wise in 1899. It actually began a few years earlier and certainly has its place among the very early golf clubs in America. The club was first known as the Bon Air Golf Club because of the close connections of the founding fathers with the Bon Air Hotel. Documentation has shown that the club began approximately 1897-1898 but was legally recorded later on in 1899 per Richmond county courthouse records of March and April of 1899. A name change followed in 1900 to the Country Club of Augusta and in 1921 to the Augusta Country Club. In 1942 the Club changed the legal name to the Augusta Country Club.

Other amenities and activities of note include a state-of-the-art teaching facility, golf programs for all ages and playing abilities, a fully staffed and expansive fitness center, and tennis center offering numerous men's, women's, and junior programs. The main clubhouse is expansive at 70,000 square feet.

The Club has been very proactive in the past several years to ensure the appropriate reinvestment into facilities has occurred, and attention to the details in maintaining the improvements have continued after the completion of upgrades or renovations. A new \$2.6M irrigation system was installed on the course in 2016/17 and additional improvements continued this year that included re-grassing of all fairways to zoysia, bunker improvements to include the installation of Better Billy Bunker liners and the complete redesign of two holes.

The Club might be best described as either “A wonderful full-service country club with a great golf course” or as “A great golf club with tremendous country club amenities.” Either way, Augusta Country Club is simply magnificent!

AUGUSTA COUNTRY CLUB/COURSE OVERVIEW

- Architects- Donald Ross, Brian Silva 2001 & 2018
- Greens- USGA, Bent, A-1
- Fairways- Zoysia, Zorro, sodded in 2018
- Roughs- Bermuda, 419
- Irrigation System- Toro 2017
- Water source- raw city water, no restrictions
- Bunkers- Better Billy Bunkers
- Budget- \$1.4M
- 29,000 rounds of golf annually
- Average age of members is 60
- 1,300 members

AUGUSTA COUNTRY CLUB WEB SITE: [Augusta Country Club](#)

JOB DESCRIPTION

The Director of Grounds (DG) reports directly to the General Manager/Chief Operating Officer (GM/COO). The DG will lead and manage his/her team to ensure superb golfing conditions throughout the golfing season, all while creating a friendly, open atmosphere with team members. He/She is responsible for all day-to-day operations of the Club’s golf course and landscaping.

Frequent, open and transparent communication with the GM/COO and Director of Golf is required. The DG is expected to lead the golf course maintenance team as well as providing information, recommendations, and leadership to the GM/COO to provide superior golfing conditions.

The DG is expected to ensure that the golf course is consistently in excellent condition and has a high level of detailing. Continuing education and staying at the forefront of research and technology are necessary for success. In addition, the DG will provide creative leadership and foster a culture of continuing education and development of future turf professionals. The DG must have a natural style of “sincere engagement” with members and the Augusta Country Club team along with a love of the game of golf and a passion for surpassing the members’ course conditioning expectations.

INITIAL AREAS OF FOCUS

- Evaluate the course conditions and develop an action plan for the winter maintenance program
- Create an exceptional work environment for team members
- Develop a plan to “finish” the maturation of the newly renovated Zorro fairways, roughs and bunkers
- Create an action plan to improve stress tolerance of greens and complete repairs of thin areas
- Review soil tests and necessary nutritional inputs to all areas
- Increased level of detailing on the golf course and the on-course landscape

DESIRED CANDIDATE QUALIFICATIONS

The ideal candidate will be a Superintendent with a minimum of five years’ experience at a golf course known for providing exceptional golf course conditioning.

- Successful experience with Bentgrass greens in the most challenging climates
- Experience providing smooth, firm, fast greens with an understanding of managing summer stress
- A history of keeping bermuda contamination out of the Bentgrass
- Experience controlling bermuda contamination of Zoysia fairways

- Proactive, high energy, collaborative leader, a team builder
- A history of developing a positive, employee and member centric work culture
- A history of mentoring team members and advancing their careers
- Strong employee training programs
- Regular timely communications with the Director of Golf and the Golf Operations Team
- Strong relationship builder with a history of excellent relations with their Golf Professional, and General Manager
- Strong observational skills and detail oriented
- A history of finishing renovations and grow-ins
- Experienced in completing projects and tasks in a timely fashion
- Experienced with maintaining the edges of the golf course at a high level
- Confident, take charge leader
- Strong budget management and forecasting (zero based) skills
- Excellent communication skills with both club and team members
- Highly visible and approachable
- Experienced with grow-in/maturation of turfs
- Strong bunker maintenance programming
- Takes ownership of the property
- History of strong organizational skills and orderly maintenance building and yard
- A creative turf manager with strong agronomic skills
- Stays current with advances in turf technology, irrigation management, and equipment maintenance
- Maintains a strong network of industry peers
- Concise and direct communication skills
- Passion for exceptional conditioning
- Pride in maintaining Club Grounds
- Provide consistent conditions at the practice facilities that are identical to the golf course conditions
- A golfer
- A high Golf IQ and a love for great golf course architecture
- A strong understanding of daily golf course setup

EDUCATIONAL AND CERTIFICATION QUALIFICATIONS

A degree in turf management or related field of study. GCSAA Certification is preferred.

SALARY AND BENEFITS

Salary is open and commensurate with qualifications and experience. The Club offers a competitive salary, bonus and benefits package including a GCSAA membership for a position of this scope and responsibility.

INSTRUCTIONS ON HOW TO APPLY

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DIRECTOR OF GROUNDS & GOLF COURSE MANAGEMENT PROFILE: HERMITAGE COUNTRY CLUB MANAKIN-SABOT, VA

Hermitage Country Club is seeking a Director of Grounds & Golf Course Management (DGGCM) with strong leadership, communication and agronomic skills. The DGGCM must have experience growing bentgrass and bermudagrass in extremely challenging climates. He/she will be a highly visible presence among membership and staff alike and will possess great passion for the game of golf.

[Click here to view a brief video about this opportunity.](#)

HERMITAGE COUNTRY CLUB

Golf at Hermitage is a unique and prestigious experience. Today, Hermitage is generally considered the “golfers’ choice” for men, women and juniors in central Virginia. More than 250 members boast a single digit handicap index. Hermitage features two 18-hole championship courses, with recently renovated practice facilities. The Manakin Course was originally designed by Ed Ault in 1973, then redesigned in 2005, receiving the 2006 award by *Golf Digest* as the #5 *Best New Remodel* in the country. The Manakin Course features bentgrass greens with fairways and roughs scheduled for renovation to Latitude 36 bermudagrass in 2019. The Sabot Course was renovated by Arthur Hills in 2000, and features water on 13 of its holes. The greens are bentgrass and the fairways and roughs are bermudagrass. The difference between the two courses allows for an enjoyable and diverse golfing experience. Both golf courses are Audubon Certified Sanctuaries. The golf staff is focused on service and making members feel right at home by always creating a memorable day.

An oasis nestled on 480 pristine acres, Hermitage is 25 miles west of downtown Richmond. A vibrant capitol city located on the historic James River, Richmond is a 90-minute drive to the Atlantic Ocean, Washington D.C. and the beautiful Blue Ridge Mountains. With a metropolitan statistical area of over 1,000,000 people, it is the largest city in Virginia. Richmond and surrounding communities are economically diverse with industries, including corporate hubs for Altria, Carmax, Capital One, and Owens and Minor among others. The city boasts a world-renowned art scene, well respected cultural attractions, world class craft breweries, renowned dining, fascinating museums and historic sites. The region also features excellent public and private schools, as well as top universities like VCU and the University of Richmond.

Hermitage was established in 1900 at the current site of the Virginia Science Museum and moved from that location in 1917 to Hilliard Road where an A.W. Tillinghast course design was created. In 1949, the club hosted the only major championship ever held in Virginia, the PGA Championship, where Sam Snead was crowned champion. In 1973, the club moved west to its current location in eastern Goochland County. Arnold Palmer scored the last victory of his career at Hermitage in the 1988 Crestar Classic.

HERMITAGE COUNTRY CLUB & COURSE OVERVIEW

- 1,100+ Members
- \$2.5M Budget
- 45-50K Annual Rounds
- USGA Bentgrass Greens, A1 on Manakin, L-93 on Sabot
- Sabot Course, Vamont bermudagrass fairways and roughs
- Sabot Course Architect - Arthur Hills
- Manakin Course, conversion to Latitude 36 fairways and roughs in 2019
- Manakin Course Architects - Ed Ault, Andrew Green (Renovation)

HERMITAGE COUNTRY CLUB WEBSITE: www.hermitagecountryclub.com

JOB DESCRIPTION

The Director of Grounds and Golf Course Management (DGGCM) reports to the Chief Operating Officer at Hermitage Country Club. The DGGCM is expected to provide quality leadership and will lead his/her department to ensure excellent, firm and fast conditions during the season. He/she will create a culture of constant improvement. The DGGCM will assure that member expectations are met or exceeded by coordinating all components of the grounds and golf maintenance departments.

The DGGCM will be a gifted communicator with membership and staff. He/she will possess a passion for the game of golf and will have extensive agronomic knowledge. He/she will understand that team development, mentoring, continuing education, professional development, networking, and staying at the forefront of research and technology are all necessary for success.

DIRECT REPORTS

- Course Superintendents
- Mechanic
- Irrigation Tech
- Administrative Assistant

KEY RELATIONSHIPS

- Chief Operating Officer
- Director of Golf
- Green Chairman & Golf Chairman

INITIAL AREAS OF FOCUS

- Manakin Course Re-Grassing
 - Establish Fairway and Rough conversion to Bermuda (Sprigging to Latitude 36 in June 2019)
 - Supervise contractors & manage project
 - Ensure completion on time & on budget
- Member Engagement
 - Create an ongoing dialog with membership
 - Build trust & confidence
 - Be visible during high-profile member golf events
 - Develop trusting relationships with members
- Leadership/Team Building
 - Provide leadership to department & Club as a whole
 - Demonstrate a high level of management & supervisory acumen
 - Develop course standards for both golf courses
 - Be a passionate advocate for what's best for the golf course and Club
 - Recruit, train, develop and oversee a strong team
 - Train management staff for career advancement

EXPECTED OUTCOMES

- High level of member satisfaction
- Staff development and morale building
- Improved green health and playability
- Providing exceptional firm and fast golfing conditions during the season
- Successful re-grassing project implementation on Manakin Course

CANDIDATE QUALIFICATIONS

The ideal candidate will be a Golf Course Superintendent at a club renowned for providing exceptional golfing conditions, with a minimum of five years' experience.

- Possess exceptional agronomic skills
- Strong budgeting & financial skills
- Strong communication skills both verbal & written
- Detail-oriented
- Golfer and student of the game with a sound understanding of ideal playing conditions
- Highly visible and builds rapport among membership & staff
- Ability to develop an intern program
- Proven success in recruiting and developing strong teams
- Experience in mentoring and managing a large team
- Experience with grow-ins and re-grassing preferred
- Subscribes to current irrigation technology and best practices
- Understands the challenges of turf management in the Mid-Atlantic Transition Zone
- Proven history of providing exceptional golfing conditions
- Subscribes to sustainable maintenance practices
- Stays current with advances in turf technology & equipment
- Multi-course experience is a plus

EDUCATIONAL & CERTIFICATION QUALIFICATIONS

A degree in turf management or related field of study. GCSAA Certification a plus.

SALARY & BENEFITS

Salary is open and commensurate with qualifications and experience. The Club offers a competitive salary, bonus and benefits package, including GCSAA membership, for a position of this scope and responsibility. The Club supports continuing education programs.

INSTRUCTIONS ON HOW TO APPLY

Resumes will be accepted through Tuesday, January 15, 2019.

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