

## **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](http://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.

IMPORTANT: Save your resume and letter in the following manner:

“Last Name, First Name Resume” &

“Last Name, First Name Cover Letter”

(These documents should be in Word or PDF format)

Note: Once you complete the application process for this search, you are not able to go back in and add additional documents.

For directions on how to upload your resume and cover letter [visit this page](#).

[Click here](#) to upload your resume and cover letter.

If you have any questions please email Nan Fisher: [nan@kkandw.com](mailto:nan@kkandw.com)

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