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GENERAL MANAGER PROFILE: HOUND EARS CLUB BOONE, NC

GENERAL MANAGER OPPORTUNITY AT HOUND EARS CLUB

The General Manager opportunity at Hound Ears Club is an exceptional opportunity to join an organization with a strong history of stability, innovation, quality, and excellence. The General Manager at Hound Ears Club will oversee a high performing group of leaders and work closely with the Board of Directors to continue to evolve and enhance the community.

For someone who appreciates and functions well in a seasonal, mountain community and enjoys an active outdoor lifestyle, this is a tremendous opportunity. For a quintessential hospitality professional with impeccable leadership skills, food and beverage operations experience, and communication / interpersonal skills, this is one of the greatest opportunities of its kind in an extraordinarily beautiful setting.

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

HOUND EARS CLUB

Nestled in Western North Carolina's Blue Ridge Mountains, between the resort towns of Blowing Rock, Boone, and Banner Elk, Hound Ears Club is a family-oriented mountain community established in 1964. A scenic 860 acres, the Hound Ears community is known for its casual elegance and authentic charm. A member-owned Club, Hound Ears showcases the High Country's natural beauty and offers a variety of amenities, including an 18-hole golf course, fly fishing, hiking, racquet sports, swimming, dining, and fitness center, as well as a full calendar of social events.

Members create lifelong friendships through the club's robust calendar of social events, including live concerts, educational speakers, and hands-on art classes. For the budding population of food and wine enthusiasts, the Hound Ears experience is complete with casual and elegant dining opportunities.

VISION

Hound Ears wants to be known as a forward-thinking mountain Community of Choice for members, their families, and guests who are looking for an active, healthy lifestyle, a lifetime of enjoyment, and fun.

VALUES

Unpretentious | Honesty | Respectful | Giving

MISSION STATEMENT

Our purpose is to provide a positive experience for members, their families, guests, and employees through quality amenities and services that enrich their lives. We also want to provide a place where they can relax, have fun, escape, feel safe, and be engaged in the Hound Ears Community.

HOUND EARS CLUB BY THE NUMBERS:

- 13,703 Rounds of Golf Annually
- \$55,000 Initiation fee
- \$7,190 + \$2,520 (Capital fee) + \$500 (Annual Service Fee)
- \$10M Gross Operational Revenue
- \$900,000+ F&B volume
- 355 Members
- 120 Employees (FTE) in-season; 50 off-season – Total 150+
- 66 Average age of members and trending younger

HOUND EARS CLUB WEB SITE: www.houndears.com

GENERAL MANAGER ROLE OVERVIEW

This position manages all aspects of the Club and Community, including activities and the relationships between the club and community, and its board of directors, members, guests, employees, and property owners. He/she administers the club and community's policies, bylaws, and deed restrictions as defined by the board of directors. The Position develops operating policies and procedures and directs the work of all department managers. He/she implements and monitors the budgets and the quality of the club and community's products and services. The General Manager ensures maximum member, guest and resident satisfaction, while securing and protecting the club and community's assets, including facilities and equipment.

KEY CHARACTERISTICS OF THE NEW GENERAL MANAGER

Effective and positive communications with members and staff, and "engaged" personal visibility is of immense importance.

The General Manager must have:

- Verifiably strong organizational skills and an obsession for covering the details necessary to consistently achieve high levels of quality, member satisfaction, and outstanding member experiences. Simultaneously, must work with the Board to develop goals and objectives.
- An "approachable, genuine, and friendly" style, reflective of the style of Hound Ears Club's members, and recognizing the need to be 'the ambassador of Hound Ears.'
- Strong general management skills with proven strengths in quality food and beverage programming and delivery, team development, financial performance, diverse recreational amenity management (golf, tennis/pickleball, fitness, aquatics, outdoor recreational sports, family activities, and others are especially desirable), exceptional member/guest service programming, strategic planning, renovations and project management, and most importantly, the ability to consistently define and achieve goals and objectives. Food and beverage will continue to be a key driver to member satisfaction and engagement and therefore, it needs to be an area of leadership focus and presence.
- The new General Manager will enjoy inspiring department managers and employees and must demonstrate proven leadership skills in team building, employee motivation, and service training.
- He/She will be confident, creative, enthusiastic, energetic, engaging, and highly visible to the staff and membership.
- Exceptionally strong interpersonal, communication, and facilitation skills (both written and verbal), with the appropriate personal/executive presence, and the desire/ability to interact effectively with diverse constituencies of members, residents, staff, and vendors.

ADDITIONAL CANDIDATE QUALIFICATIONS

- Mature, seasoned, and proactive individual with evidence of having worked under a true business organizational structure of a privately held organization.
- Strong analytical skills and experience interpreting a strategic vision into an operational model.
- An effective communicator at all levels in the organization, with strong oral and written skills, and the ability to make presentations to member groups, POA committees, and boards.
- A collaborative and flexible style with a strong work ethic and a strong service mentality.
- Must be customer service oriented, focused, and driven.
- Effectively able to manage multiple projects by prioritizing tasks and utilizing efficient time management skills.
- Accomplish assigned task with minimal instruction and oversight.
- A minimum of 5-7 years of progressive leadership/management experience in a similar, private, lifestyle-driven residential club community or related hospitality focused environment.
- A career track that demonstrates a record of tenure and commitment to previous employers, and wherein career moves were for acquisition and positive utilization of new and progressive skills, instead of 'unplanned' career changes.

- Preferably, the successful candidate will have had exposure to residential club community management and the unique, and more significant relationship resident members have with their Club in such environments where service and amenities have a direct impact on values. Being able to demonstrate one's recognition of this unique feature will be necessary and important.

EDUCATIONAL QUALIFICATIONS

- A Bachelor's Degree from a four-year university or college is desired, preferably in Hospitality Management or Business Management.
- From the club industry, Certified Club Manager (CCM) designation is desirable but not necessary.

EMPLOYMENT ELIGIBILITY VERIFICATION

In compliance with federal law, all persons hired will be required to verify identity and eligibility to work in the United States and to complete the required employment eligibility verification form upon hire.

SALARY AND BENEFITS

Salary is open and commensurate with qualifications and experience. The club, along with the typical CMAA & PGA benefits, 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. Please be sure your image is not present on your resume or cover letter; that should be used in your LinkedIn Profile.

Prepare a thoughtful cover letter addressed to Steve Morris, CFO of Hound Ears Club, and clearly articulate your alignment with this role and why you want to be considered for this position at this stage of your career, and why Hound Ears and the Boone, NC area will be beneficial to you, your family, your career, and the Club if selected.

You must apply for this role as soon as possible but no later than Tuesday, April 4, 2023. Candidate selections will occur in mid-April with the first Interviews expected in early May and the second interviews a short time later. The new candidate should assume his/her role in late June 2023.

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

"Last Name, First Name - Resume" &

"Last Name, First Name - Cover Letter, Hound Ears Club" (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.

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

If you have any questions, please email Holly Weiss: holly@kkandw.com

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