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GENERAL MANAGER/CHIEF OPERATING OFFICER PROFILE: PARADISE VALLEY COUNTRY CLUB PARADISE VALLEY, AZ

THE GENERAL MANAGER/COO OPPORTUNITY AT THE PARADISE VALLEY COUNTRY CLUB

The Paradise Valley Country Club (PVCC), recognized as a Distinguished Club by *BoardRoom* magazine, presents an exceptional opportunity for a General Manager/COO (GM/COO) at this highly respected club.

Paradise Valley Country Club is widely recognized for its exceptional location, preservation of its natural beauty and landforms and top amenities, as well as its progressive and innovative leadership in both staff and volunteer roles. PVCC is an exceptional opportunity for a highly competent, member and staff-engaged hospitality professional who is truly “authentic” in his/her sincere and caring manner, approach, and diplomatic style. Being well-networked in the industry and highly competent in key operational, financial, leadership, staff development, programming, governance, and social and recreational management/execution competencies is beneficial for the new leader of this exceptional Club.

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

PARADISE VALLEY COUNTRY CLUB MISSION STATEMENT

To be the premier country club in Arizona, oriented to family and friendships, and to be considered among the finest country clubs in the United States.

PARADISE VALLEY COUNTRY CLUB VALUES STATEMENT

Commitment to servicing our members, guests and employees with respect, while maintaining a balance of Paradise Valley’s rich history and traditions and creating value for the evolving membership demographics through friendships and experiences seen throughout all aspects of the Club.

PARADISE VALLEY COUNTRY CLUB HISTORY

On August 26, 1953, the ground was broken for Paradise Valley Golf Course. The site, Paradise Hills, was selected after an exhaustive study, and almost named itself. The area lies north of Camelback Mountain and is the heart of the Southwest’s finest winter vacation land. Paradise Valley Country Club in Paradise Hills is the ultimate achievement for the new oasis in the desert.

Lawrence Hughes, golf course architect, known as “a magician,” in golf course circles, was hired to design the golf course. He had a proven track record and had proven himself in designing prestigious courses like the Club de Golfe in Mexico City, the Desert Inn in Las Vegas, and the Thunderbird Country Club in Palm Springs. With the efforts of Mr. Hughes and the Planning Committee, they could see their desert jewel beginning to crystallize. The result was one of the most outstanding desert golf courses.

Nestled deep in the heart of the small town of Paradise Valley, Arizona, the Club has supported a comfortable and inviting lifestyle for its members and families since 1953.

Their members are among the most well-respected and discerning individuals in the local community. The members and employees are committed to fostering lasting friendships and memories within their Club community.

As a traditional, invitation-only Club, members and families enjoy a home away from home experience that is unique, exquisite and rich with history and Arizonian culture.

The grounds are surrounded by the iconic Camelback Mountain to the south, Phoenix Mountain Preserve to the west and McDowell Mountains to the east creating a picturesque backdrop for the many amenities that are offered including golf, tennis, fitness, swimming, dining, and a variety of social engagements.

PARADISE VALLEY COUNTRY CLUB BY THE NUMBERS

- At present, there are: 1072 members plus their families.
- Membership Fee: \$125,000
- Dues: \$1,000 monthly
- Approximately 32,000 rounds of golf annually
- Overall revenues at PVCC are in excess of \$22M.
- Food and beverage volume is approximately \$6.8M, with approximately 45% from ala carte dining.
- Full-time/seasonal employees at peak season: 300
- There are 15 Board Members and 15 committees.
- Average age of members is 66 years old.

PVCC provides its members and their guests with a broad scope of programs and amenities including:

- 18-hole, parkland-style Golf Course designed by Lawrence Hughes and renovated by Coore & Crenshaw
- State-of-the-art Golf Learning Center
- State-of-the-art Fitness Facility
- 6 lane, 25-yard competition swimming pool with a separate area for young children
- 9 Court Tennis, 4 Pickleball Facility, including a centre court.
- Vibrant Youth Activities program for our younger Member families and their children
- 5 Dining Venues, including Casual Poolside Dining, Men and Ladies' Grills, a Mixed Bar & Grill, a Private Dining Room, a Fine Dining Room, and a Wine Tasting Room
- A Private Event Space that includes a Spectacular Event Lawn

PARADISE VALLEY COUNTRY CLUB WEB SITE: www.paradisevalleycc.com

GENERAL MANAGER/COO POSITION OVERVIEW (GM/COO)

The GM/COO at PVCC has full responsibility for all aspects of operations of the Club, effectively managing all resources and reporting to the President and the Board of Directors and is expected to be the embodiment of an "exceptional member-centric experience." The GM/COO will lead the management team, many of whom have years of tenure at the Club, be representative of modern management "best service" practices, while promoting a positive, engaging, responsive and highly competent service culture in all operations.

The GM/COO will coordinate and administer the Club's policies as defined by its Board of Directors. Develops operating policies and procedures and directs the work of all department managers. Implements and monitors the budget and 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.

He/she is expected to be an interactive "thought partner" with the Board and Committees and to work closely with the Board to make decisions and set strategic direction for the long-term well-being of the membership.

The successful new GM/COO at Paradise Valley Country Club will need to possess especially strong skills in "mentoring" and "holding accountable" department heads and a group of meaningfully engaged and well-regarded employees who are looking for that type of leadership as well. Members have a high regard for their staff, but recognize that the enhanced continuance of an energized, well-trained, committed team is critical for continued success. A sincerely engaged, personally invested, instinctual style is particularly important for one's success.

Key attributes, characteristics, and style of the successful new leader include:

- Honesty, straightforwardness, integrity, genuine visibility, leadership, and dedication. He/she should be able to inspire and motivate others and earn the respect of the members and employees.

- Possessive of the natural “art of seeing something.....” and then either executing a plan to improve, add, eliminate or rally for whatever it is; essentially being naturally “aware” and “proactive.”
- Proven record of strong operational management, impeccable “attention to detail,” and member service attributes.
- Outstanding financial, budgeting, capital improvements, strategic and long-range planning acumen.
- Demonstrated skills in food and beverage operations and high quality are essential.
- Must have a proven record of membership retention, satisfaction, and interaction.
- Strong general management skills with verifiable strengths in team development and the ability to consistently define and achieve goals and accountabilities for key department managers and employees.
- Especially strong communication and interpersonal skills are considered essential, as is the competency to be a strong, confident, accountable leader.
- Ability to interact professionally and maintain effective working relationships with co-workers and members.

CANDIDATE QUALIFICATIONS

- A minimum of over 7 years of progressive leadership/management experience in (preferably) a private member-owned country club or leading hospitality operations outside of the club industry in a similar dynamic, premier operation.
- The Club will also consider well-regarded and mentored Assistant General Managers with strong and verifiable experience in leading a dynamic, progressive, “golf-centric” club environment with significant recreational and social activities and amenities.
- Naturally outgoing, energized, motivated with an “authentic” style and a true “servant’s heart.”
- Proven and verifiable leadership qualities with a demonstrated ability to direct, coordinate and control all aspects of a full-service club.
- Appreciation for and knowledge of golf, which is foundational at PVCC.
- Strong history of success and keen understanding of quality Food & Beverage operations, including revenue growth, training, innovation and creativity, and strong service culture development.
- Technologically proficient and recognizing of best practices use of technology to improve ‘high touch’ service delivery to members, as well as to more effectively manage and lead operations.
- Someone with a history of innovation, and a champion of new ideas and initiatives, looking to consistent improvement of member and employee experiences.

EDUCATIONAL AND CERTIFICATION QUALIFICATIONS

A Bachelor’s Degree from a four-year university or college is desirable, preferably in Hospitality or Business Management. In lieu of the degree, substantial hospitality experience will be considered. Credentials from the hospitality industry (CCM or equivalent), recognizing ongoing involvement and commitment to lifelong personal and professional development, are desired.

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 offers an excellent bonus and benefit package including Professional Dues and Education expenses for CMAA and PGA members.

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 on your LinkedIn Profile.

Prepare a thoughtful cover letter addressed to Joel Hoxie, Search Chairmen/Vice President, and the Paradise Valley Country Club Search Committee and clearly articulate why you want to be considered for this position at this stage of your career and why PVCC and the Paradise Valley area will likely be a “fit” to you, your family and the Club if selected.

You must apply for this role as soon as possible but no later than March 15, 2023. Candidate selections will occur in March with first Interviews expected that month and second interviews a short time later. The new candidate should assume his/her role in Spring 2023.

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

“Last Name, First Name - Resume” &

“Last Name, First Name - Cover Letter – PARADISE VALLEY COUNTRY 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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