

## **TRAINING & DEVELOPMENT MANAGER SOUTHERN HILLS COUNTRY CLUB TULSA, OK**

### **TRAINING & DEVELOPMENT MANAGER AT SOUTHERN HILLS COUNTRY CLUB**

The Training & Development Manager role at Southern Hills Country Club (SHCC) is a unique opportunity to lead the charge in developing and executing staff and leadership education for this prestigious and historic club. This role will focus on bringing out the best in every team member to deliver an exceptional experience for their membership.

Southern Hills Country Club is a special place for employees. In a recent employee engagement survey, employees overwhelmingly shared how proud they were to work at Southern Hills. The commitment and loyalty expressed throughout this survey came through loud and clear. They scored above the industry average in their Net Promoter Score for both employees and the management team. What they continue to crave is ongoing education, growth, and investment in their professional development. Thus, the club is committed to enhancing this component of the employee experience by adding the Training and Development Manager (TDM) to their team.

The TDM will help shape the overall club talent development strategy in alignment with club strategic goals to unleash the full potential of their people. This individual will be responsible for identifying, assessing and developing talent development solutions aimed at growing and improving the capabilities and skills of their world class employees who are focused on providing an exceptional guest service experience to their members.

This is an excellent opportunity for a talented operational hospitality professional with a proven ability to train and develop teams through a variety of educational approaches. The successful candidate will have a demonstrated ability to think strategically but also loves the day-to-day personal team member interactions in the operation. We are looking for a dynamic, driven, and innovative hospitality-infused leader who has an approachable coaching style with employees at all levels of the organization.

### **ABOUT SOUTHERN HILLS COUNTRY CLUB**

Southern Hills Country Club is a private, member-owned country club located in Tulsa, Oklahoma. Southern Hills Country Club is best known for its Championship Golf Course, which is recognized among the top 100 courses in the world and has been the host to 17 Championships since 1945. Southern Hills Country Club had a remarkable start, having been established in 1935 amid the Great Depression. The swimming pool, stables, bridle paths, polo field, skeet range, and tennis courts were completed in 1935. A year later, the golf course opened on May 23rd, 1936, as the Club held its official opening.

While the Club no longer has the stables, bridle paths, polo field, and skeet range, over the past years, Southern Hills has grown and expanded to enhance the member experience. They have added 12 tennis courts, including four indoor courts, Tennis Center, Pool Complex, Golf Performance Center, Health & Wellness Center and outdoor dining venues. Renowned golf course architect Gil Hanse completed the Championship Golf Course restoration in May 2019. Major championship golf returned to Southern Hills in May 2022 for an unprecedented fifth PGA Championship, which was won by Justin Thomas.

**CLUB MISSION:** With exceptional service and warm hospitality, we provide our members, their families and their guests the unique Southern Hills experience through excellent recreation, outstanding dining and social interaction.

**CLUB VISION:** We are committed to being one of the premier country clubs in the world by providing excellent services and facilities to the membership and their guests, while taking our historic tradition, present values and innovative ideas into the future.

**CLUB CORE VALUES:**

- **Exceptional Quality & Service** - Continuously seeking to exceed expectations.
- **Professionalism** - The energy and determination to perform an outstanding job.
- **Teamwork** - A cooperative effort by SHCC employees to achieve a common goal.
- **Integrity** - Honesty, sincerity, fairness; and sound judgment.
- **Tradition** - Recognizing the events and people that shaped the history of Southern Hills and preserving its heritage.
- **Innovation** - The ability to be creative and flexible in implementing new ideas.

### **SOUTHERN HILLS COUNTRY CLUB BY THE NUMBERS**

- Employees: 200-260 depending on the season
- Turnover: 23%
- Gross Revenue: \$17.9M
- Gross Payroll: \$9.2M
- Memberships: 967 (various categories)
- HR Operating Budget: \$200K
- HR Team: 3
- Tax Status: 501(c)7

**SOUTHERN HILL COUNTRY CLUB WEB SITE:** [www.southernhillsgc.com](http://www.southernhillsgc.com)

### **TRAINING & TALENT DEVELOPMENT MANAGER – POSITION OVERVIEW**

The TDM reports to the Director of Human Resources and will be responsible for the design, development, implementation, coordination, and facilitation of all club training programs. This includes workplace education, service improvement plans, and programs to promote retention and engagement. Additionally, the TDM will assess club-wide development needs to drive training initiatives and create effective training solutions for the team. This position creatively designs and implements effective methods to educate employees, enhance performance and develop leaders.

The TDM will office out of Southern Hills Country Club and will work a traditional work schedule, Monday-Friday. When evenings/weekends are necessary, the schedule will be offset on mornings/weekdays.

Areas of focus include:

#### **STRATEGIC PLAN FOR TALENT DEVELOPMENT**

Through a learning needs analysis, determine training and education needs, create education budget to support training efforts, and determine metrics and targets to track success.

#### **EMPLOYEE ON-BOARDING**

Create, manage and facilitate on-boarding for all new employees including all core programs such as new hire orientation, company culture education, service standards training, and initial department training.

#### **DESIGNATED TRAINER PROGRAMS**

Work closely with department managers to select and develop department trainers, providing train-the-trainer programs, along with guidance and oversight of designated trainer duties.

#### **OPERATIONAL LEARNING**

Partner with department managers to determine performance gaps and advise on actions that are likely to meet those needs; plan and co-facilitate training activities to support the identified needs; coach managers to ensure the necessary training is conducted in departments on a consistent basis.

#### **MANAGEMENT & LEADERSHIP TRAINING**

Create and facilitate leadership development programs to ensure managers are given the functional knowledge and soft skills education to successfully lead their departments; coordinate with outside consultants and training facilitators as needed.

#### **SUCCESSION & LEADERSHIP DEVELOPMENT PLANS**

Create and provide a leadership development planning process to support strategic recruitment, engagement, and succession planning goals.

#### **COMPLIANCE EDUCATION**

Work with department managers to ensure effective compliance training is facilitated and tracked.

#### **CURRICULUM CALENDAR**

Based on input from training needs analysis, development plans, and performance gap information, develop and execute a monthly curriculum calendar focusing on target areas for improvement and growth.

### **INITIAL PRIORITIES OF THE TRAINING & DEVELOPMENT MANAGER**

- **CONNECT** – Build relationships, listen, observe, meet, and learn the various departments and staff. Get to know what makes SHCC a special place to work.
- **EXECUTE** – Assume responsibility for the training basics: new hire orientation, department on-boarding, and current manager training classes.
- **ASSESS** – Evaluate current training programs, conduct a learning needs analysis, and review member and employee survey data to determine the top priority training needs of the club.
- **DEVELOP** - Develop and execute a talent development strategy and action plan for enhanced employee learning and service levels in support of the Club's mission and talent strategy, specifically in the areas of recruitment, training and development, retention, engagement, and performance management.

### **CANDIDATE QUALIFICATIONS**

- Has previous experience teaching adults and understands the uniqueness of adult learning.
- Has a proven ability to design, develop and execute effective training and development programs.
- Is comfortable speaking and presenting content in front of large groups of people at all levels of the organization.
- Is a passionate leader with strong credentials and work ethic, a proven track record of providing premier-level hospitality services.
- Has a personality that is commensurately appropriate for Southern Hills' culture and will invest in staff relationships in a genuine and meaningful way.
- Is a proven leader who can manage their time and establish and manage priorities.
- Has a verifiable track record of successfully leading and growing a dynamic training program.
- Has a positive attitude; is professional in nature with a high degree of integrity; can handle a fast-paced, high-energy environment among team.
- Has a fundamental understanding of what constitutes a highest-end club and the proven ability to execute to that level.

- A professional career track record in related fields; stability, and experience in high-volume, highly respected clubs, resorts, or hotels.
- Proven leadership qualities with demonstrated abilities to direct, coordinate and manage all facets of employee education a high-end club.
- Excellent technology acumen, including all Microsoft Office programs and a variety of multimedia training and presentation platforms.
- Strong verbal and written communications skills.

#### **EDUCATIONAL AND CERTIFICATION QUALIFICATIONS**

- A bachelor's degree is highly desirable, preferably in Hospitality Management or Education.
- In lieu of the degree, substantial hospitality or training and development experience will be considered.
- Preferred certifications include: Certified Professional in Talent Development certification (CPTD) or Certified Professional in Learning and Performance (CPLP).

#### **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 association membership.

#### **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 Molly Salah, Director of Human Resources** 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 SHCC and the Tulsa 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 February 21, 2023. Candidate selections and interviews will start immediately as we are looking to fill this role as soon as possible.***

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

"Last Name, First Name - Resume" &

"Last Name, First Name - Cover Letter – Southern Hills CC"

(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 Jodie Cunningham at [jodie@kkandw.com](mailto:jodie@kkandw.com).

#### **Lead Search Executive:**

Jodie Cunningham, SPHR SHRM-SCP

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