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GENERAL MANAGER PROFILE: THE VILLAGES GOLF & COUNTRY CLUB SAN JOSE, CA

THE GENERAL MANAGER OPPORTUNITY AT THE VILLAGES GOLF & COUNTRY CLUB

The Villages Golf & Country Club (VGCC) presents an exceptional opportunity for a General Manager (GM) at one the country's top rated, active 55+ residential communities located in the Evergreen foothills of San Jose established 55 years ago on the site of a former vineyard.

The Villages Golf & Country Club is seeking a sincerely and visibly present General Manager to lead its staff, operations, and engage with community residents. Successful candidates must have a proven track record of being a proactive, transparent leader and possess skills and experience in communications, homeowner association management, club management, financial management, relationship building, team building, personnel management and career development, and project management. He or she will also have a clear and targeted focus on providing exceptional resident services and experiences along with strategic and long-term planning for the community's future prosperity.

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

THE VILLAGES GOLF & COUNTRY CLUB, THE COMMUNITY

Although The Villages is a private, secluded, gated community, it is part of the exciting San Francisco Bay Area in the tenth largest city in the United States: San Jose—Capital of Silicon Valley. Established on the site of a former hillside vineyard and winery, the 2,309 condominiums and 227 single-family homes nestle into 1,200 acres of lush landscaping and sparkling lakes set against a picture-perfect background of natural beauty.

The focal point of The Villages is the spectacular championship golf course with its Pro Shop and elegant Clubhouse and restaurant, plus a leisure Bistro & Bar/Outdoor Patio dining experience. In addition to the golf courses, there are four swimming pools and spas, six tennis courts, four pickleball courts, and a fitness center. But the fun doesn't stop there, The Villages has something for every one of its 4,000+ residents. There are more than 200 clubs and organizations, a full calendar of activities, fine arts, personal gardening plots, stables, bocce courts and numerous facilities.

Near shopping, public transportation and the Bay Area's cultural community, The Villages has been rated among the top 20 senior communities (for persons aged 55 and older) in the United States by *New Choices for Retirement Living Magazine*.

In addition to the Pro Shop/Clubhouse complex with its full-service restaurant, lounge and banquet halls, there are four fully equipped and furnished community centers ready to host just about any event. Controlled gate access and a 24/7 Public Safety presence provides Villages residents with the assurance of privacy and safety.

Villages residents are highly active and engaged in their community, whether it be participating in community organizations, physical activities, or cultural and artistic endeavors. Residents can stay in shape at their fitness center or by walking miles of pedestrian-friendly streets and well-marked hiking trails in the foothills, all within the property boundaries. And when it's time to relax, there's a well-stocked library with a nice selection of periodicals, videos, and books. Residents stay in touch with their community through their weekly newspaper, *The Villager*, and other electronic and televised media.

THE VILLAGES GOLF & COUNTRY CLUB

Property owners in The Villages, are a member of two corporations, the Club and one of two housing associations, either The Villages Association (2309 condominiums) or The Villages Homeowners' Corporation (227 single-family homes). Each corporation is governed by an elected Board of Directors, and each levies a membership assessment to pay for its budgeted operations and reserves. The Club also charges nominal use fees for some services and activities. Each corporation is governed by its own set of documents, including Articles of Incorporation, Bylaws, Rules, Board policies and, in the case of the Association and Homeowners' Corporation, CC&Rs.

The VGCC Board of Directors is responsible for the management of Club business and governance. The Club provides management agent services by agreement to The Villages Association and The Villages Homeowners' Corporation. All Association members and Homeowners are members of the Club. The Club is subject to the California Corporations Code.

All members of The Villages Association own condo-units. The Association Board of Directors is responsible for management of the Association's business and the maintenance of common area property within the Villages Association. Management services are provided by the Club under terms of a Management Agreement. The Association is a Common Interest Development subject to the Davis-Stirling Act and the California Corporations Code

All members of The Villages Homeowners' Corporation own individual, stand-alone homes. The Homeowner's Board of Directors is responsible for setting architectural standards and rules for upkeep and use of homeowner property. Management services are provided by the Club under terms of a Management Agreement. Villages Homeowners' Corporation is not subject to the Davis-Stirling Act but is subject to the California Corporations Code.

THE VILLAGES GOLF & COUNTRY CLUB BY THE NUMBERS

- 4,000+ residents, 55+ community
- 2,536 residences: 2309 condos, 227 single-family homes
- 1,200+ acres of lush landscaping w/ several water features including 550 acres of open space with hiking trails
- \$26M total operating revenue
- \$33M gross volume
- \$27M annual dues volume
- \$2.6M annual F&B volume
- \$8.5M gross annual payroll including benefits
- \$20M in reserve funds
- The Villages Golf & Country Club - 7 board members serving 3-year terms
- The Villages Association (2309 Condominiums) - 7 board members serving 3-year terms
- The Villages Homeowner's (227 single family homes) - 5 board members serving 3-year terms
- 76 average age of residents
- 18-hole (Robert Muir Graves) course and a 9-hole par 3 course w/ Clubhouse
- 52k rounds of golf annually
- Restaurant & Bistro/Bar
- 4 Pickleball courts
- 6 Tennis courts
- 2 Bocce courts
- 4 Community Centers, one auditorium
- 4 swimming pools
- 10+ miles of hiking trails
- Equestrian center and stables
- Multiple hobby shops – woodworking, ceramics, painting
- Billiards room
- Library
- Post Office
- Several multi-purpose and card rooms
- 148 total number of employees
- VGCC employs a 24-7 fully staffed public safety department

THE VILLAGES GOLF & COUNTRY CLUB WEB SITE: www.thevillagesgcc.com

GENERAL MANAGER POSITION OVERVIEW

The General Manager is responsible for the day-to-day administration and operations of the Villages Golf & Country Club, The Villages Association and The Villages Homeowners Corporation. He or she directs and administers all aspects of the operations: the common areas, infrastructure, amenities, and staff, as well as all programs and activities, and resident relations. The most important task is to provide outstanding service delivery and asset maintenance to support and enhance property values within the community. Essentially all Club, Association and Homeowners' Corporation operations and staff management are responsibilities of the GM.

Necessary areas of competency and expertise include personnel management, financial and budget management, human resources, statutory requirements relevant to homeowner associations, community relations, strategic planning, and board guidance.

ORGANIZATIONAL STRUCTURE

The GM reports directly to the VGCC Board of Director's President who serves as a liaison between the staff and the remaining six members of the Board of Directors. Direct reports include the Assistant GM, Administrative Assistant, Association Operations Manager, Director of Golf, Director of Food & Beverage, Director of Facilities, Landscape Manager, Director of Community Activities, Director of Public Safety, Controller, and Senior Human Resources Manager.

CANDIDATE QUALIFICATIONS

- A minimum of over 10 years of progressive leadership/management experience in (preferably) a like master planned residential community with significant, multi-dimensional operations, or leading hospitality operations outside of the club industry in a similar dynamic, large-scale operation. Leading in a true "CEO-like" model and taking "ownership," accountability and responsibility while doing so are verifiably necessary traits and experiences. Having current or prior experience in leading HOA operations is extremely desirable to complement exceptionally strong hospitality and leadership skills.
- 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 community.
- Significant interaction with the real estate community, city officials and governmental agencies is especially helpful.
- Strong communication and facilitation skills, both written and verbal, with the appropriate presence, desire, and ability to interact effectively with diverse constituencies of residents, staff, vendors, and other entities who are part of the success of VGCC. This includes having sound and confident speaking abilities in front of large groups of residents and other constituencies.
- Has a business, creative and entrepreneurial sense for the overall evaluation of programs and services provided at VGCC. He or she recognizes the quality and type of service that the majority of residents (or future majority of residents) expect, and which continue to enhance the value of residency at The Villages.
- Prior experience in coordinating and overseeing complex capital improvement projects.
- Working and verifiable knowledge of strong procedural programming; the ability to define and institutionalize process and procedures (SOPs) on a consistent basis throughout VGCC is very important, especially as new amenities are brought online, and existing amenities and programs are consistently evaluated and enhanced. Continued development and execution of Performance Standards and Performance Metrics is necessary.
- A history of innovation, and a champion of new ideas and initiatives, looking to consistently improve resident experiences and operational efficiency.

EDUCATIONAL AND CERTIFICATION QUALIFICATIONS

Preferably, a college graduate with a bachelor's degree in Business, Public Administration Hospitality and holding certification in community and or club association leadership organizations such as CAM, CMCA, AMS, PCAM, CCM, CCE.

CLUB COVID REQUIREMENTS

VGCC will require the GM to be fully vaccinated as a provision of employment.

SALARY AND BENEFITS

Salary is open and commensurate with qualifications and experience. VGCC offers an excellent bonus and benefit package including CMAA/CAI membership and professional development.

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 The Villages Golf & Country Club President, Ms. Leslie Lambert 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 VGCC and the San Jose area will be beneficial to you, your family, your career, and the Club and Community if selected.

You must apply for this role as soon as possible but no later than August 15, 2022. Candidate selections will occur late August with first interviews on September 13, 2022, and second interviews a short time later. The new candidate should assume his/her role in late October.

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

“Last Name, First Name - Resume” &

“Last Name, First Name - Cover Letter – The Villages Golf & 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 Katy Eliades: katy@kkandw.com

Lead Search Executive:

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