

## **GENERAL MANAGER/COO PROFILE: DIABLO COUNTRY CLUB (DCC) DIABLO, CA**

### **THE GENERAL MANAGER/CHIEF OPERATING OFFICER (GM/COO) OPPORTUNITY AT DIABLO COUNTRY CLUB**

Diablo Country Club is searching for a highly experienced, visionary and engaging leader who can create legendary member experiences. The General Manager at Diablo Country Club serves as Chief Operating Officer of the Club (GM/COO), managing all aspects of Club operations including its activities and the relationships between the Club and its Board of Directors, members, guests, employees, community, government and industry. The GM/COO acts according to the highest standards of personal and business ethics in coordinating and administering the Club's policies as defined by its Board of Directors, developing operating policies and procedures, directing the work of all department managers, and securing and protecting all Club assets including facilities and equipment. The GM/COO implements and monitors the budget, ensures the quality of the Club's services, and leads his/her team in providing maximum member and guest satisfaction.

Prior experience with project management and project financing is essential. The membership at Diablo Country Club approved a \$19M project to renovate its historic clubhouse and to build a state-of-the-art Family Wellness and Fitness facility complete with a Tennis Pro Shop, Casual Restaurant and Lounge, Bocce Courts, Massage Therapy, Teen Center, Kids Care and Private Training Rooms. The project is anticipated to break ground in 2021.

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

### **DIABLO COUNTRY CLUB**

Diablo Country Club is a welcoming and unique place nestled at the foot of Mt. Diablo in the rolling hills of the East Bay region of San Francisco, CA. Having opened over 100 years ago as California's original family-oriented golf club, the traditions of excellence and sportsmanship for generations of members have stood the test of time. The grounds, originally an 1874 country estate for the families of railroad barons and gold mining icons, was converted in 1914 to a world class golf and country club by the founder Robert Noble Burgess. His vision to create "A Community with an Ideal" is evidenced in many of the structures and activities that exist to this day. From refreshments in the Carriage Lounge, circa 1881, to youth swim competition since 1914, entertaining in the Red Horse Tavern, or a round of golf on the iconic 18-hole golf course designed by legends Jack Neville and William Watson, Diablo Country Club continues its tradition of being a welcoming place for their members and guests.

Diablo Country Club offers the finest in state-of-the-art amenities including: a \$12M completely redesigned golf course by Todd Eckenrode of Origins Golf Design, a championship tennis facility; a competition swimming pool complex with a large deck for social activities; a full-service fitness center; two bocce ball courts; two restaurants and a ballroom that seats up to 500 people.

Built as Northern California's first family-oriented club, Diablo also proudly embraces a leadership role with its vibrant ladies' groups, and a highly successful junior program. It is this welcoming family atmosphere that keeps Diablo true to its legacy – A Community with an Ideal and is recognized as one of Distinguished Clubs of the World.

### **DIABLO COUNTRY CLUB BY THE NUMBERS**

- 723 Members, all categories
- \$50K Initiation Fee
- 27,000 Annual Rounds of Golf
- \$11.4M Gross volume
- \$6.3M Annual dues volume

- \$5.4M Gross Payroll
- \$3.2M F&B volume
- 12 Committees including Membership, Finance, Nominating, HRCC, Golf, House, Tennis, Swim, History & Marketing, LSRP, Water & Energy, Greens
- 7 Board Members with 4-year terms
- Average Age of Members is 53

### **DCC Mission Statement**

As California’s oldest family-oriented country club, we honor the game of golf, and our place in golf history, while striving to uphold the 1914 vision of our founder, Robert Noble Burgess as “A Community with an Ideal.” In our community, interests are pursued in an atmosphere where growth, camaraderie and competition enhance the lives of all who enjoy the privilege of membership.

For additional information, please preview the **DIABLO COUNTRY CLUB WEB SITE:** [www.diablocc.org](http://www.diablocc.org)

### **GENERAL MANAGER/COO JOB DESCRIPTION**

The General Manager/COO (GM/COO), reporting to the full Board of Directors, has clear “ownership and accountability” for day-to-day operations of Diablo Country Club (DCC), while also being the strong catalyst of forward planning and future visioning for the Club. He/she is responsible for the proper interpretation and fulfillment of Club policies and procedures.

Specific emphasis on being especially “observant and sensitive” to all that is occurring around the Club is primary to this role, as is having an intuitive style of strong objective judgment and “considered diplomacy.” The GM/COO will attract, develop, lead, appropriately supervise and motivate a top-quality staff.

### **Direct Reports**

- Aquatics Director
- Banquet Manager
- Controller
- Dining Room Manager
- Executive Chef
- Facility Manager
- Fitness Director
- Golf Course Superintendent
- Golf Professional (Director of Golf)
- Human Resource Director
- Membership Director
- Tennis Professional

To be successful, he/she must have unwavering commitment to excellence, strong work and personal ethics, superior communication skills and the ability to achieve results through others. DCC is looking for “a builder” type of individual who is capable of building a great Club.

The GM/COO will provide leadership to contributing constituencies; Board, Committees, Members and Staff, relative to key programming, events and activities at the Club, recognizing the need to lead in balancing multiple interests, perspectives and desires with the Club’s business and financial objectives.

Successful administration of the ‘business’ of DCC, while meeting annual tactical and longer-term strategic goals and expectations is critical, as is keeping a clear appreciation of maintaining high member satisfaction levels in the course of doing so.

The GM/COO is the clear leader in ensuring that the DCC 'brand' is maintained through consistent focus on priorities, goals and objectives that have been mutually established and reviewed in conjunction with the Board of Directors.

## **CANDIDATE QUALIFICATIONS**

- Significant progressive management experience in a well-regarded private club (preferred) or similar hospitality environment, preferably with at least 5 years in a top executive role or Assistant General Manager role at a well-regarded, top performing club.
- Strong and verifiable experience in leading a dynamic, progressive, "family-centric" club environment with significant recreational and social activities and amenities. Demonstrable strengths in team development, financial performance and acumen, marketing, diverse recreational amenity management (golf, tennis, fitness, aquatics, family activities and others are critical), quality food and beverage programming, exceptional member/guest service programming, membership marketing, personnel acquisition and team building, strategic planning, project management, and most importantly the ability to consistently define and achieve goals and objectives.
- Exceptionally strong communication and facilitation skills, both in writing and verbally, with the appropriate personal presence, desire and ability to interact authentically before diverse constituencies of members, staff, vendors and other people who are part of the success of DCC. Communication with members and staff, and 'engaged' personal visibility is of immense importance at DCC and must be a verifiable competency exhibited in current and past roles.

A candidate must:

- Be 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. Perhaps the key description would be that of a "Master Mentor" and developer of talent within the Club.
- Be a confident, diplomatic and competent professional who is a 'doer' and take-charge person and who also 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.
- Be a person of impeccable character who recognizes that he/she represents DCC not only within the Club, but also within the greater Diablo community.
- Be a charismatic individual with a sense of humor and style that is commensurately appropriate with the culture and expectations of the membership.

## **EDUCATIONAL AND CERTIFICATION QUALIFICATIONS**

- A Bachelor's Degree from a four-year university or college is highly desirable, preferably in Hospitality Management.
- In lieu of the degree, substantial private club or hospitality experience will be considered.
- Certified Club Manager (CCM) designation preferred but not required.

## **SALARY & BENEFITS**

Salary is open and commensurate with qualifications and experience. The club, along with the typical CMAA benefits, offers an excellent bonus and benefit 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.

**Preparing a thoughtful letter of interest and alignment, clearly articulating your "fit" with the profile and the above noted expectations and requirements is necessary. Your letter should be addressed to Tim Condon, President,** and clearly articulate why you want to be considered for this position at this stage of your career and why DCC and the Diablo 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 September 1, 2020. Candidate selections will occur mid-September with first Interviews expected in late September 2020 and second interviews a short time later. The new candidate should assume his/her role in October 2020.***

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

“Last Name, First Name - Resume” &

“Last Name, First Name - Cover Letter, Diablo 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](mailto:holly@kkandw.com)

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