

# KOPPLIN KUEBLER & WALLACE

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## **GENERAL MANAGER/CHIEF OPERATING OFFICER PROFILE: INDIAN RIDGE COUNTRY CLUB PALM DESERT, CA**

### **GENERAL MANAGER/CHIEF OPERATING OFFICER AT INDIAN RIDGE COUNTRY CLUB**

Located in Palm Desert, CA, Indian Ridge Country Club is looking for an energetic, experienced, charismatic, and authentic leader to serve as General Manager/Chief Operating Officer. The ideal candidate will be the consummate professional and embrace the values and history of the Club while building on a culture of operational excellence that will continue to enhance the member experience and support the Club's long-term vision. The ideal candidate will have exceptional leadership and relationship-building skills to benefit both member and employee interactions. He or she will be following a well-regarded, tenured manager and will inherit a high-performing team and operation.

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

### **ABOUT INDIAN RIDGE COUNTRY CLUB**

Indian Ridge Country Club stands as a distinguished private equity club, embodying a vibrant and inclusive lifestyle for its members. Strategically located in the Coachella Valley, the Club enjoys a central position close to Interstate 10, the upscale El Paseo shopping district, and the airport and is one of the few completely member-owned, member-operated country clubs in this area. The fully developed gated community offers 1,067 homes and operates separately from the Club. The Club Board, PUD, and HOA do work together on various issues.

The Club features two 18-hole Arnold Palmer Signature Golf Courses with a double-sided driving range, seamlessly blending player-friendly layouts with challenging elements. The expansive golf program caters to members of all levels, with events, tournaments, and the successful Indian Ridge Golf Academy. The academy, equipped with cutting-edge technology like the Trackman launch monitor and JC Video Swing Analysis, is dedicated to enhancing members' golfing enjoyment through schools, clinics, and on-course instruction. The Women's Golf Association (WGA) program is one of the most active and engaged in the country, and prides itself on having 300 members.

Beyond golf, Indian Ridge boasts outstanding Tennis, Pickleball, and Bocce facilities, providing lessons, clinics, and engaging programs for enthusiasts. The Indian Ridge Country Club tennis complex, nestled amidst palm and citrus trees, features 12 lighted tennis courts including a stadium court and a clay court, 6 manicured Bocce Ball courts, and 12 lighted Pickleball courts, complemented by a well-appointed Tennis Pro Shop.

The Health and Fitness Center serves as a hub of activity, featuring state-of-the-art equipment, Reformer Pilates Studio, Circuit Performance Studio, and a resort-like pool complex. With over 45 complimentary group exercise classes weekly, members enjoy a holistic approach to fitness, complemented by personalized services like Physical Therapy and Golf Specific Fitness. A special treat awaits at The SPA at the Ridge, where expert therapists offer a variety of massages, skincare enhancements, and salon services, ensuring members indulge in ultimate relaxation.

Dining at Indian Ridge is a culinary journey, with three restaurants offering diverse options. From upscale dining in the main Clubhouse to al fresco experiences on the Palmer Patio and casual fare at JK's Café, members savor outstanding food and premium selections of wines.

The Club has multiple capital projects planned for the coming years to enhance the quality of member experience including: \$4M JK's Café project (in completion phases now); \$6-7M Clubhouse, Palmer Patio, and Kitchen

[www.kkandw.com](http://www.kkandw.com)

Expansion in 2 phases over the summers of 2024 and 2025; \$7M Grove Course Irrigation Replacement in 2026; \$8M Arroyo Course Irrigation Replacement in 2030; \$2-3M remove and replace asphalt - roads and parking lot over next 6-8 years. The Club has prudently managed its finances such that its previous and scheduled projects are anticipated to be funded without additional member assessments.

### **INDIAN RIDGE COUNTRY CLUB BY THE NUMBERS**

- Initiation Fee - \$90,000 Golf Member / \$12,500 Club Member
- Annual Dues - \$20,160 Golf Member / \$9,060 Club Member
- Annual gross revenues are approximately \$21.6M.
- Annual dues volume is approximately \$14.2M.
- 975 Members, all categories (500 Golf, 475 non-Golf)
- The community has 1067 homes, of which 88% are members of the Club.
- Approximately 45,000 rounds of golf are played annually (on 36 holes).
- Annual food and beverage revenue is approximately \$2.9M.
- The average age of the members is approximately 67.
- There are 9 Board members serving 3-year terms.
- Standing Committees: Finance, House & Social, Grounds & Greens, Golf, Fitness & SPA, Tennis & Pickleball, Membership Marketing, Grievance, Nominating Committee. Community Committees in which the Club participates: Maintenance Review (MRC), Community Planning (CPC), Employee Scholarship Committee.
- There are approximately 250 year-round employees with 110 seasonal.
- The Club uses Jonas for POS and accounting operations.

**INDIAN RIDGE COUNTRY CLUB WEBSITE:** [www.indianridgecc.com](http://www.indianridgecc.com)

### **GENERAL MANAGER/CHIEF OPERATING OFFICER – POSITION OVERVIEW**

The General Manager/Chief Operating Officer is a highly visible and naturally engaged leader responsible for the proper management of all aspects of the entire operation. He or she is the ambassador and “face” of the Club and will devote full time and attention to ensure maximum member and employee satisfaction, both short and long-term. The continuance and improvement of the quality of the Club’s services, as well as the maintenance, security, and protection of the Club’s assets and facilities, will also be fundamental duties. The new GM/COO at Indian Ridge Country Club will be coming into a well-equipped, high-performing club operation with several new or reasonably new amenities, and with a very capable and highly regarded group of senior leaders, most with long tenure. The GM will directly supervise the Assistant General Manager/Controller, Director of Golf Course Maintenance, the Facilities Director, Spa Director, Health and Fitness Director, Director of Tennis, Director of Golf, Membership Director, Human Resources Director, and Food and Beverage Director. The GM/ COO will be responsible for the mentoring and professional growth of the management team and will report to the Club President/Board of Directors.

The GM/COO will be responsible for the creation, implementation, and consistent maintenance of all service standards and processes while providing relevant, innovative, and respectful leadership for key managers and staff at Indian Ridge Country Club. A strong understanding of food and beverage operations, membership sales and marketing, as well as financial acuity is essential for this role. Incorporating member feedback and engaging with all member constituents will be a critical success factor.

The GM/COO will work closely with the Club President to develop the Board agenda and to make certain that the Board has the appropriate reports and financial information it needs to monitor club operations, understand its financial position, and plan for future club needs. He or she will partner with the Board to guide and implement the strategic process of the Club. The GM/COO will provide administrative and financial direction, will ensure adherence to operational goals, and will be available for managerial counsel on all matters.

Outstanding communication skills are necessary for this role. As the primary communicator of much information at the Club, proven outstanding verbal and written skills are critical, as is a keen ability to listen, engage, build trust, and be highly approachable. In particular, the GM/COO will be pivotal in maintaining and enhancing the spirit and culture of the Club, its membership, and its employees. The GM/COO must understand and reinforce the intangibles that make Indian Ridge Country Club such a special and unique environment in the world of private, member-owned, luxury, lifestyle clubs.

#### **INITIAL PRIORITIES OF THE NEW GENERAL MANAGER/CHIEF OPERATING OFFICER**

- Listen, interact, observe, evaluate, and spend time to understand what makes Indian Ridge Country Club a special and unique place. Learn the culture and traditions of the Club before considering any significant changes.
- Be a thoughtful, engaging, genuine, consummate professional and diplomatic leader who gets to know the team and members, their families, and their involvement.
- Maintain the quality of the Indian Ridge member experience and continue to pursue operational excellence throughout all areas of the Club.
- Develop and implement a strategy of member and employee satisfaction surveys. Take time to understand the data and use it to support appropriate change and elevation of services and offerings.
- Learn the local area and the key relationships that need to be fostered or developed for Indian Ridge Country Club's success.
- Prioritize the attraction, retention, development, and engagement of human resources. Continue to instill the "family" feel amongst the team and the membership, as the club evolves and changes over time.
- Participate in club committee meetings; listen, learn, and observe how they operate. Make recommendations on how to better clarify roles and responsibilities and embrace best practices.
- Become familiar with the capital projects that are underway and in development. Establish relationships with external partners to continue the path of successful development, execution, and completion.
- Engage and collaborate with the Board on the strategic process of the Club.

#### **CANDIDATE QUALIFICATIONS**

- A minimum of 7-10 years of verifiable executive leadership and management experience in an active private country club or resort with a golf emphasis or in well-regarded, service-focused, luxury hospitality environments is preferred.
- Preferably in a GM, COO, or Executive Director role in a large-scale private member-owned and managed country club, with multi-dimensional operations or leading hospitality operations outside of the Club industry in a similar quality environment, with experience and a solid understanding of volunteer boards and committees.
- A proven track record of leading teams across a variety of functional areas.
- Attract, hire, mentor, develop, and lead a high-performing team of professionals, while setting and maintaining standards of performance appropriate to perpetuating the Club's strategic vision with a strong focus on building and maintaining a strong "employer of choice" delivery in all areas.
- Be a highly engaged, visible, and dynamic leader with a passion for service excellence who can impart an appropriate culture of consistent, quality service and attention to detail. Someone "hands-on," but who works strategically and can clearly communicate strategy and expectations to the team they naturally mentor.
- Demonstrated ability to facilitate large construction and/or renovation projects.
- A demonstrable record of success, an unimpeachable reputation, and an instinctive "gravitas" or charisma.
- Exhibit financial and budgeting acumen with prior significant P&L responsibility, as well as a true understanding of the balance sheet, member equity, capital reserve strategies, and cash flow.
- A creative problem solver who commands respect because of the way he/she interacts with others, lives up to his/her word, and confidently puts forth recommendations to the Board and Staff; a true "thought partner" with the Board and Committees to the long-term success of Indian Ridge Country Club.

## EDUCATIONAL AND CERTIFICATION QUALIFICATIONS

- A bachelor's degree is preferred and a focus on Hospitality Management is also preferred.
- Industry certifications such as CCM, CCE, or PGA Certified GM are encouraged but not required.

## 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 benefits package including association membership. Salary Range is \$300,000 - \$400,000.

## 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 an illuminating cover letter addressed to Ms. Lauri Siskind, Search Committee Chair,** and clearly articulate your alignment with this role, why you want to be considered for this position at this stage of your career, and why Indian Ridge Country Club and the Palm Desert 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 Monday, March 4, 2024. Candidate selections will occur late March with first Interviews expected in April 2024 and second interviews a short time later. The new candidate should assume his/her role on October 1, 2024.**

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

"Last Name, First Name - Resume" &

"Last Name, First Name - Cover Letter – Indian Ridge"

(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 Alice Stevens: [alice@kkandw.com](mailto:alice@kkandw.com)

### **Lead Search Executives:**

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