

# KOPPLIN KUEBLER & WALLACE

THE MOST TRUSTED NAME IN EXECUTIVE SEARCH AND CONSULTING

## **GENERAL MANAGER PROFILE: THE STONE CANYON CLUB ORO VALLEY, AZ**

### **GENERAL MANAGER AT THE STONE CANYON CLUB**

Stone Canyon is an exclusive private club set in the Oro Valley of Arizona. The golf course consistently ranks as one of the best in the state of Arizona. The best-suited leader for this club will excel in relationships with people, both members and their team. This is an excellent opportunity for that Golf/Hospitality professional to lead a team focused equally on the member experience and optimizing the day-to-day operations to enhance the bottom line and return to the owner of the club. Additionally, they will have a sense of gravitas, a charismatic presence, and the ability to set an example for all team members in delivering exceptional service and member experiences daily to the membership and guests. This individual will work closely with all departments, staff, and the Arcis Golf corporate team and have the ability to drive revenue, and new member growth and be adept in controlling the expense side of the business is a necessary skill set while exhibiting the highest standards of integrity, service and hospitality to their members and team. The General Manager leads and directs the club's overall operation and has responsibility for developing and retaining employees, bottom-line profitability, setting the culture at the club, and exceeding member and ownership's expectations. The General Manager will be the face of Stone Canyon to all and will lead in a manner that endears him/herself to all constituents.

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

### **THE STONE CANYON CLUB**

Stone Canyon is a hidden gem nestled against the picturesque Tortolita Mountains in the town of Oro Valley, just northwest of Tucson, Arizona. This private golf community boasts over 1,400 acres of breathtaking land and is highlighted by a Jay Morrish-designed world-class golf course. Stone Canyon is the only golf course in the greater Tucson area ever to be ranked in the top 100 golf courses in America according to Golf Digest. Accompanied by a luxurious Health & Fitness facility and a modern restaurant, Stone Canyon leaves no stone unturned in providing its members and guests with all the comforts one could desire. The club hosts many golf, social, and fitness events consistently throughout the year.

In early 2016, the newly designed Clubhouse was opened. The 25,000-square-foot complex features a men's and women's locker room, golf shop, dining room, indoor bar, and outdoor bar with a fire pit, along with ample outdoor covered seating. Situated directly behind the 18th green, the Clubhouse provides 270 degrees of amazing views. Whether it's looking back up the 18th fairway or taking in the majestic Santa Catalina Mountains at sunset, the Stone Canyon Clubhouse is the perfect setting for post-round cocktails or dinner with friends and family.

From exceptional golf to delicious dining, Stone Canyon prides itself on exceeding members' and guests' expectations by delivering superlative service and member care – and the club's sumptuous dining options are no exception. The Stone Canyon Club's talented executive chef and culinary team offer continually changing, creatively imagined menu options prepared fresh daily, incorporating seasonal specialties and locally grown produce. The same mouth-watering fare can be enjoyed during special events conducted on-site.

Arcis Golf has positioned itself as a dynamic leader in the industry by consistently providing unrivaled amenities to complement diverse playing experiences for members and guests. Arcis Golf properties tailor each element of the golf and country club experience to a level of excellence that is targeted to exceed the needs and expectations of family, friends, co-workers, and guests of all ages.

### **THE STONE CANYON CLUB BY THE NUMBERS**

- \$11M Gross volume approximately
- \$5M Annual dues volume
- \$15,000 annual dues for Full Members
- \$80,000 Initiation fee
- \$1.5M Approximately in F&B Volume
- 100% a la carte
- Annual Rounds of Golf 30,000
- 70 Employees (FT)/10 Seasonal
- \$3M Gross Payroll
- Club operates as a For Profit Organization
- Club POS – EZSuites but Implementing ClubCaddy in 2025
- 9 Board Members 3 roll over each year
- Average Age of Membership: 60

**THE STONE CANYON CLUB:** [www.stonecanyon.com](http://www.stonecanyon.com)

### **GENERAL MANAGER – POSITION OVERVIEW**

The GM will oversee all Club departments and be present and have eyes on club operations. The General Manager leads and directs the golf course's overall operation by maintaining quality standards, maximizing profits, developing, and retaining employees, and exceeding guest expectations. The GM will work in close collaboration with all departments, and the Arcis team, to result in a high standard of hospitality, service, quality, accountability, and creativity standards. The position requires excellent administration skills. It also requires timely communication and high visibility within all departments.

The GM is responsible for the overall direction, coordination, and service of all Club departments. Also, provide assistance and guidance to the Department Heads through working closely with them, understanding, preparing, and supporting Club functions. The GM will carry out management responsibilities by Arcis Golf's organization's policies and applicable Federal and State laws.

The ideal candidate will have an entrepreneurial spirit, strong initiative, and the ability to work cooperatively with and through people to complete tasks. It is understood that the GM will have lived and exhibited through their past experiences an overall understanding of the importance of the Pillars of Arcis Golf - Health and Wellness - Experiential Dining - Lifetime Sports -Arts and Entertainment.

### **PRIMARY RESPONSIBILITIES OF THE NEW GENERAL MANAGER**

- Lead and direct all departments including golf operations, food and beverage, sales, merchandising, and agronomy. Ensures all departments are achieving goals and maintain strong working relationships.
- Allocate appropriate administration time for planning, budgeting, scheduling, training, and meeting with department heads to anticipate the needs of the Members.
- Enhance the feeling of intimacy throughout the club property by developing meaningful relationships with members and staff.
- Partner closely with the Corporate Revenue, Sales, and Marketing teams to create and execute programming, marketing plans, new membership sales, and pricing strategies.
- Create and execute short-term and long-term operational and financial plans for the club.
- Responsible for the selection, development, leadership, and retention of talented staff.
- Ensure compliance with national programs such as Players Club, Core Beverage Program, Menu Program, Approved Product List, and Beverage Cart Program.
- Monitor forecast and results on a daily/weekly basis and adjust as needed to achieve targets. Ensure proper controls are in place and being followed to accurately track revenues, payroll, inventories, and expenses.
- Ensure staff provide excellent guest service. Review guest and member surveys and feedback and determine the appropriate plan of action if appropriate.
- Ensures golf course complies with all federal, state, and local laws.

- Maintain a superior hospitality and service attitude motivated by making decisions based on what is best for the Company, membership, and staff.
- Maintain high ethical and moral standards that are reflected in all their daily interactions with anyone.

### **CANDIDATE QUALIFICATIONS**

- Minimum 5 years of leadership experience in the golf, service, lodging, or hospitality industry preferred.
- Having a consistently upward-tracking leadership experience in a contemporary business model club, resort, or similar hospitality operation known for high service standards.
- Experience in the for-profit space of the hospitality/club industry or a good understanding of the for-profit operating model.
- Proven and verifiable leadership qualities with demonstrated ability to direct, coordinate, and control all facets of a busy, highly amenitized, full-service club.
- Excellent written and verbal communication skills.
- Proactive approach to problem-solving with strong decision-making capability.
- Ability to define and achieve high-performance goals and meet deadlines in a fast-paced environment.
- Effectively builds strong relationships within the Arcis framework, and with members and staff.
- A team builder. A person who embodies the persona of ultimate coach and motivator, bringing out the best in others by setting clear goals and expectations, providing consistent feedback and support, and treating others with respect and professionalism.
- A confident, diplomatic, and competent professional who is a doer and take-charge person and who recognizes the importance of accountability. A creative problem solver who commands respect through professional interactions and integrity.
- Possessive of strong organizational skills and an obsession with details necessary to achieve high levels of quality, satisfaction, and outstanding member experiences.

### **EDUCATIONAL AND CERTIFICATION QUALIFICATIONS**

- A bachelor's degree is preferred with a focus on Hospitality Management.
- In lieu of the degree, substantial private club or hospitality experience will be considered.
- Industry certifications such as CCM, CCE, CMC, or PGA 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 and the following Team Member Lifestyle Perks:

- Medical, mental health, dental, and vision insurance Life Insurance
- Accident & Critical Illness Insurance
- Pet Insurance
- Paid time off
- 401(k) plan and match
- Food & Beverage discounts throughout the portfolio
- Golf & Tennis benefits
- Employee assistance program
- Career Growth
- Flexible Schedules
- Development Opportunities

### **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 Paul Nash, Regional Vice President – Arcis Golf,** 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 TSCC and the Oro Valley, AZ area will be beneficial to you, your family, your career, and the Club if selected.

**You should apply for this role as soon as possible intention is to fill the position with the right individual 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 – Stone Canyon”

(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 Bethany Taylor: bethany@kkandw.com

**Lead Search Executive:**

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