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## **GENERAL MANAGER/CHIEF OPERATING OFFICER PROFILE: HIDEAWAY GOLF CLUB LA QUINTA, CA**

### **GENERAL MANAGER/CHIEF OPERATING OFFICER AT HIDEAWAY GOLF CLUB**

Located in La Quinta, CA, Hideaway Golf Club is looking for an inspiring, authentic leader to serve as General Manager/Chief Operating Officer. The ideal candidate will embrace the values and history of the Club while creating a culture of operational excellence that supports the long-term vision of this unique community. The Hideaway Golf Club was originally a Discovery Land Company club that was turned over to its members in 2021. The ideal candidate will have exceptional leadership and relationship-building skills to benefit both member and employee interactions.

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

### **HIDEAWAY GOLF CLUB**

The Hideaway Golf Club is a member-owned and managed club that embodies the best qualities of California's Coachella Valley, long known as a place for rejuvenation and relaxation. Located in La Quinta, the property's 600 acres are surrounded by stunning mountain vistas and the scenic expanse of Southern California's desert. Luxurious and private, the Hideaway offers championship golf, world-class amenities, exclusive residences, and superb service.

The two stunning 18-hole courses—one by Clive Clark and the other by Pete Dye—are imaginatively landscaped and designed to showcase the spectacular desert and mountain setting. Presenting a challenge for players of all levels, golf at the Hideaway is the sport at its best.

Beyond the community gatehouse, palm-lined Hideaway Club Drive leads to the impressive Spanish-style 51,000 square foot clubhouse. Here, Hideaway members and their guests can dine in several venues or on the outdoor veranda with breathtaking mountain and golf course views. The menu includes a variety of dishes prepared by the Executive Chef, perfectly paired with wine selections by their club sommelier. State-of-the-art spa and fitness facilities, sports courts, and lounge and locker areas allow members to lead a healthy, active, and engaged lifestyle.

The Hideaway Golf Club is a private club that offers a unique opportunity to enjoy outstanding recreational facilities in the Southern California desert. The club is situated in the Hideaway residential community in La Quinta, California, with 447 homes that include villas, bungalows, custom residences, and lots. Exceptional service is the cornerstone of every Discovery property, and the members and guests at the Hideaway have continued to experience an unparalleled level of service after transitioning to a member-owned and operated club. At all times, personal attention from staff members is comprehensive, thorough, and friendly. Hideaway staff take it upon themselves to get to know each member by name, leading to longstanding relationships and a remarkably welcoming ambiance throughout the club. Hideaway's service culture is truly distinctive.

The Club's vision is "to be the premier social-oriented, family-friendly member-owned club in the Coachella Valley", and its mission is "to provide a high-quality lifestyle experience by ensuring that our facilities and service exceed the expectations of members, guests and staff."

Continuing progress towards these goals, Hideaway has many improvements on the horizon, including a major kitchen renovation planned this summer and a complete clubhouse remodel planned for 2024. This will allow the members and employees to continue to enjoy playing and working at one of the top clubs in all of California.

#### **HIDEAWAY GOLF CLUB BY THE NUMBERS:**

- Initiation Fee - \$150,000 Full Member
- Annual Dues - \$35,160 Full Member
- Annual gross revenues are approximately \$24M.
- Annual dues volume is approximately \$15M.
- 442 Members, all categories
- Approximately 35,000 rounds of golf are played annually.
- Annual food and beverage revenue is approximately \$4M.
- Hideaway Golf Club is a non-tipping club.
- The club is a C-Corp but operates as a non-profit.
- The average age of the members is approximately 55.
- There are 7 Board members.
- Standing Committees per the by-laws: Finance, Membership, Nominating, and Governance.
- There are approximately 105 year-round employees with 135 seasonal Nov – May.
- \$2M Complete kitchen renovation planned for summer 2023.
- The club uses Jonas for POS and accounting operations.
- \$30M Clubhouse remodel planned for June 2024.

**HIDEAWAY GOLF CLUB WEB SITE:** [www.hideawaygc.com](http://www.hideawaygc.com)

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

The General Manager/Chief Operating Officer (GM/COO) is responsible for helping set and support the core values and vision of Hideaway Golf Club. This executive has operational management authority over the daily operations of the club, as well as establishing short- and long-term organizational goals, objectives, plans, and policies subject to the approval of the Board of Directors (Board) of Hideaway Golf Club. This individual represents and serves the membership of Hideaway Golf Club and acts as the “mayor” or “face” of the club.

He/she is responsible for the financial and operational stability of the club and other external activities. The successful new GM/COO at Hideaway Golf Club must possess especially strong skills in “mentoring” and “holding accountable” senior staff and a group of meaningfully engaged and well-regarded employees who are also looking for that type of leadership.

The GM/COO is responsible for ensuring the organization follows all state and federal regulations governing the operation of private clubs. He/she is expected to operate the Club as a first-class organization relative to all stakeholders including the Board, the current membership, and the employees. In addition, he/she is the Board's liaison to the staff of the Club and, as such, allows the Board to focus on longer-term strategic issues and avoid short-term operational issues, which are the staff's responsibility.

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. The GM/COO will provide administrative and financial direction, will review adherence to operational goals, and the GM/COO will be available for managerial counsel on all matters.

The GM/COO will work closely with the Board, as a thought partner, and the various department heads to ensure that the primary goal, a high level of member satisfaction among the many constituencies, is achieved.

The Club is less than two years into its new era as a member-owned and managed club and is in the process of charting its direction.

The GM/COO is responsible for all staffing decisions along with his/her management team. This individual should endeavor to have strong department heads supporting the GM/COO role and take great pride in developing these club leaders as a team and mentoring their individual careers. Ultimately, the GM/COO will need a succession plan for all departments and constantly train, motivate, and evaluate their management team. Last, they will constantly evaluate the training standards set by each manager in every department.

Team focus, sincere mentoring, and an empathetic leadership style are critical as the GM/COO will be the staff and management team's advocate to the Board to ensure the team thrives and the membership remains highly satisfied.

The GM/COO helps the Board arrive at a consensus on important matters by providing pertinent information and interacting with the Board to investigate more efficient operating procedures and new club activities. He/she will also complete all responsibilities and duties as prescribed in the club bylaws and will perform other duties as directed by the Board from time to time.

In particular, the GM/COO will be pivotal in maintaining and enhancing the spirit and culture of the Club, its membership, and its employees. This individual will be visible, warm, and welcoming as well as personally involved in club operations, from setting the tone and the training of employees to being present at events, both big and small. The GM/COO must understand and reinforce the intangibles that make Hideaway Golf Club a unique environment in the world of private, member-owned golf clubs.

#### **INITIAL PRIORITIES OF THE NEW GENERAL MANAGER/COO**

- The General Manager/COO must first inspire all team members to create a culture of excellence in everything they do. This role will have functional ownership of all aspects of the club, including golf, events, agronomy, finance, food and beverage, wellness, HR, and member services. This role reports to the Board of Directors and is highly visible to the members, guests, the community, and the club industry.
- Assess the current management team for the appropriate skills and business acumen while empowering a high-performing team with clarity on what is expected and actionable objectives. This role directly supervises the Director of Golf, Golf Course Superintendent, CFO, Executive Chef, Director of Food and Beverage, Membership Director, and Director of Fitness.
- Set a tone of transparency and inclusion with a focus on creating a culture of unrivaled excellence.
- Analyze the existing food and beverage operation to improve the member experience in this critical area of the club. Ensuring it is functioning and executing at a high member satisfaction level will be one of the earliest priorities for the new GM/COO.
- Immersion in the process of finalizing the new clubhouse remodel plans to ensure the functional ability of the final design and consistency with delivering the member experience as desired by the Board and membership.
- Act as a steward for the club's physical assets, ensuring the property and facilities continue to be worthy of national recognition for years to come.
- Have operational and organizational oversight as well as P&L ownership.
- Partner with the Board of Directors to create a long-term strategic plan and zero-based budget annually.
- Build effective Board, committee, and management team partnership relations through responsiveness, transparency, and trust, inspiring well-thought decision-making that supports the mission of the Club.
- Take a proactive approach in the boardroom by working closely with the Club President, reporting data, and having conversations necessary to ensure transparency and to build consensus when and where needed.
- Maintain up-to-date knowledge of laws and regulations applicable to Club operations, including but not limited to environmental laws, food handling laws, securities laws, and employment laws.

## 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, iconic 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 a solid understanding of volunteer boards and committees.
- A true “rising star” from the club industry who has been verifiably well-mentored, preferably at larger clubs.
- Exceptional leadership skills with a proven track record of leading teams across a variety of functional areas.
- Strong communication skills (verbal and written).
- Demonstrated ability to facilitate large projects.
- A history of continuous learning and education through various professional industry organizations.
- In-depth understanding of the game of golf.
- A demonstratable record of success, an unimpeachable reputation, and an instinctive “gravitas” or charisma.

## 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, 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: \$325,000 - \$375,000*

## 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 a thoughtful cover letter addressed to Dr. Rick Lewis, Hideaway Search Committee Chairman,** 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 Hideaway Golf Club and the La Quinta, CA 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 Thursday, May 25, 2023. Candidate selections will occur in early June with first Interviews expected later in June and second interviews a short time after. The new candidate should assume the role as soon as reasonable notice is given to the current employer following selection.**

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

“Last Name, First Name - Resume” &

“Last Name, First Name - Cover Letter – Hideaway Golf 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 Alice Stevens: [alice@kkandw.com](mailto:alice@kkandw.com)

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