

## **ASSISTANT DIRECTOR OF CLUB OPERATIONS PROFILE: DESERT MOUNTAIN CLUB SCOTTSDALE, AZ**

### **ASSISTANT DIRECTOR OF CLUB OPERATIONS AT DESERT MOUNTAIN CLUB**

Desert Mountain Club (DMC), renowned as one of the world's premier private residential club communities, is seeking a dynamic and visionary leader to serve as the Assistant Director of Club Operations (ADCO). The ideal candidate will be a hands-on, visible, and engaging leader with a strong knowledge of food, beverage, wine, and service. He or she will be seen as the "face" and ambassador of food and beverage operations and establish service standards across all seven clubhouses while cultivating a culture of accountability. The aptitude to coach, inspire, train, and develop team members while establishing performance standards and accountability measures is critical to the success of the position. This individual should possess a high level of emotional intelligence, be well-versed in human resources, and not be afraid to have difficult conversations to propel the team and the Club forward on the path to excellence. He or she should also possess outstanding communication and organizational skills and a keen sense of detail with the ability to establish and deliver a consistent "world-class" service culture experience to the membership.

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

### **ABOUT DESERT MOUNTAIN CLUB AND COMMUNITY**

8,000 acres of pristine beauty on this breathtaking expanse of high Sonoran Desert provides the canvas for a storied community that is Desert Mountain with a lifestyle like no other. Desert Mountain's commitment to excellence is evident throughout the community, from the guard-gated entryways to the exceptional amenities and service throughout The Desert Mountain Club/Community.

Named a Platinum Club of America consecutively since 2000 by Club Leaders Forum and ranked #1 in the state of Arizona and among the top 10 private clubs in the country, Desert Mountain is the only private club in the world with a collection of six private Jack Nicklaus Signature Golf Courses, as well as a distinct par 54 championship course, No. 7. The Jim Flick Golf Performance Center features the most advanced technology in the industry today. Members can enjoy the exquisite cuisine in their ten restaurants and grills in seven opulent clubhouses for an unsurpassed dining experience. The Club is financially sound and will complete \$150M in exciting facility improvements over the next 10 years in cash without the need for debt or assessment.

The Sonoran Fitness, Tennis and Spa, which is the hub for family activities, offers cardiovascular and weight training equipment, personal training, on-site physical therapy, fitness instruction, a robust variety of exercise classes, and resort-style pools. A \$12 million renovation of the facility has brought this amenity to an expansive 42,000-plus square feet for fitness training, relaxation in the luxurious spa, and even a place for the kids to enjoy. Situated on 10 acres, the Sonoran is complemented by a tennis complex with nine USTA-certified courts utilizing hard, clay, and grass surfaces. Desert Mountain has its own 15-mile private trail system consisting of seven trail segments, each varying in degree of difficulty for a different hiking experience. The system takes hikers to the eastern slope of the Continental Mountains overlooking beautiful desert panoramas and through a colorful riparian basin. Desert Mountain is a recipient of the American Trails Developer Award from the non-profit American Trails organization.

One of the club's most unique amenities is The Ranch where families can enjoy horseback rides and lessons, numerous hiking adventures for all skill sets, and a wide range of outdoor events for the entire family within a pristine 3,000-acre site within Desert Mountain. Adding to the richness of the community, Desert Mountain has created a series of exclusive member events, ranging from special themed evenings of food and wine to culturally rich experiences including music

and art. To assist members with everything Scottsdale, Phoenix, and the Desert Southwest have to offer, the Member Services department is modeled after the finest concierge services found in five-star hotels throughout the world.

One of the most notable enhancements to Desert Mountain is the recent partnership with HonorHealth to deliver top-rated healthcare exclusively for Members and employees within the community gates. The Club values its employees as their greatest asset, and the Club is a certified "Great Place to Work in America" as determined by high satisfaction from all employees.

Desert Mountain is family-friendly with a full calendar of children's activities, including junior golf and tennis, saltwater lap and resort-style pools, volleyball courts, a basketball court, hiking, and biking trails, and a Youth Activity Center. At Desert Mountain, members enjoy a lifestyle that is truly without equal.

Desert Mountain has a highly effective governance model with a Strategic Board of Directors who entrusts the CEO and the Management team to run the operations of the Club.

### **DESERT MOUNTAIN CLUB BY THE NUMBERS**

- Approximately 2,300 members (2050 is the target for golf members)
- Approximate Club Gross Revenue: \$107.84 M
- Approximate Year-End Cash Balance: \$27 M
- Club Initiation Fee: \$200,000
- Annual Dues for Family: \$25,440
- Club CRM - Hub Spot
- Club Website Provider – Club Essentials
- Total number of board members – 9; each serving 3-year terms
- Average Member Age: 64

**DESERT MOUNTAIN CLUB WEBSITE:** [www.desertmountain.com](http://www.desertmountain.com)

### **ASSISTANT DIRECTOR OF CLUB OPERATIONS – POSITION OVERVIEW**

The Assistant Director of Club Operations will manage and assist in the day-to-day operations of all food and beverage, locker room, and catering operations at Desert Mountain. They will ensure the most consistent service and outstanding amenities while providing an enjoyable dining experience in an atmosphere of excellence to all members throughout the organization. The ability to maximize revenue and profitability while remaining in compliance with the Desert Mountain Mission Statement and its Core Values is essential. He or she will report directly to the Director of Club Operations and will have an upward path for growth and professional development. The Club believes its staff is its greatest asset, and the Assistant Director of Club Operations must embrace this core value by providing a safe, positive, and healthy culture that treats all teammates with dignity, care, and professionalism.

Responsibilities include:

- Develop and embrace a positive, professional, and energized culture for teammates that is focused on creating special and memorable experiences for members and guests.
- Interact, coach, and engage in all the activities with the Clubhouse leaders, Banquet Chefs, Catering Director, and Managers, Director of Purchasing, Wine Store Supervisor, Social Club Coordinator, and Locker Room personnel.
- Has extensive contact with the Membership and clientele of the Club and the community.
- Coordinate with all Leadership Staff involved as it relates to planning, scheduling, special events, and implementation of club functions.
- Work with the Finance and Accounting Department in developing all budgets and special projects and events.
- Hire, train, and supervise direct reports following established Talent & Culture personnel and safety procedures. Provide leadership and assistance for all related operations.
- Implement appropriate training, development, and recognition programs for all phases and levels of staff to include member/customer service, manager and staff development, and skill enhancement. Follow all HR protocols and practices.

- Ensure proper food preparation, quality, and presentation of menu items including menu development.
- Develop short-range goals for all directly responsible operations.
- Assist in managing cost and labor controls to ensure maximum profits. This will include analyzing costs, inventories, monthly financial statements, and competitive club operations.
- Assist in the development of standard operating procedures for all clubhouses while assisting in the implementation of already approved policies and procedures.
- Ensure that the intended atmosphere is conveyed at each location.
- Attend all staff, member, and manager meetings as directed. Maintain a close liaison with other departments and assist as needed regarding all operations.
- Organize, coordinate, and direct all entertainment programs and functions with the partnership of Catering, Culinary, Stewarding, Golf, and Engineering leadership.
- Oversee, coach, and standardize the On Course Food & Beverage operations to promote consistency, operating schedules, and member value.
- Engage, manage, and instill procedures for the department's beverage program, focusing on wine, cocktails, pricing, and menu offerings.
- Oversee Wine Store Program with the intent to increase revenues and expand member utilization.
- Assist Clubhouse Managers in Social Club programming, member engagement, and growth of member offerings with this amenity.
- Ensure that all facilities are maintained to established standards and that the staff, membership, and guests uphold the integrity of these facilities. Preserve, protect, and maintain the assets of DMC.
- Conduct periodic safety inspections of equipment and work areas. Investigate security and accident incidents and submit required reports in a timely manner. Ensure departments are properly represented on the Desert Mountain Safety Committee.
- Assist in the planning and development of additional operations that may be established by any DMC entity.
- Provide regular updates to peers and the Director of Operations.
- Perform other duties as requested by management.

#### **INITIAL PRIORITIES OF THE ASSISTANT DIRECTOR OF CLUB OPERATIONS**

- Spend time with all food and beverage managers in all clubhouses. Understand how each clubhouse functions and fits within the Desert Mountain culture.
- Assess and evaluate service standards, training and development in each Clubhouse.
- Partner with the Director of Operations to develop a framework for excellence in each area with each individual Clubhouse manager.
- Create a state of the Club report regarding food and beverage operations. Work to establish a framework to achieve and elevate the service experience in all areas.

#### **CANDIDATE QUALIFICATIONS**

- Excellent customer service and relationship-building skills.
- Exceptional team builder and team player.
- Strong leadership and interpersonal skills.
- Highly organized, detail-oriented, and has the ability to multi-task.
- Sense of urgency yet maintains a calming presence while taking initiative in and ownership of the food and beverage operation.
- Always represent impeccable and professional appearance.
- Knowledgeable in service, wine, and culinary techniques.
- Outgoing, friendly personality.
- Good verbal, non-verbal, and oral communication.
- Active listener.
- Ability to make effective and timely decisions.

## EDUCATIONAL AND CERTIFICATION QUALIFICATIONS

- A bachelor's degree is preferred, with a focus on Hospitality Management.
- Substantial private club or hospitality experience will be considered in lieu of the degree.
- 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.

## 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 **Mr. Gregg Leonard, Director of Club Operations**. Clearly articulate your alignment with this role, why you want to be considered for this position at this stage of your career, and why Desert Mountain Club and the Scottsdale, AZ area will benefit you, your family, your career, and the Club if selected.

**You must apply for this role as soon as possible but no later than October 15, 2024. Candidate selections will occur late October, with the first Interviews expected in November and the second interviews a short time later. The new candidate should assume his/her role in no later than early January, but earlier if possible.**

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

"Last Name, First Name - Resume" &

"Last Name, First Name - Cover Letter – Desert Mountain"

(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 Executive:

Marcie Mills, CCM

Search & Consulting Executive, KOPPLIN KUEBLER & WALLACE

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