

ASSISTANT GENERAL MANAGER PROFILE: THE CLUB AT LAS CAMPANAS SANTA FE, NM

ASSISTANT GENERAL MANGER OPPORTUNITY AT THE CLUB AT LAS CAMPANAS

A rare opportunity exists for an exceptional candidate with a successful track record of accomplishment, strategic thinking, leadership and high-quality operations management experience in private clubs, hotels, high-end restaurants or resorts. We are conducting a search for the Assistant General Manager (AGM) at The Club at Las Campanas, a premier member-owned private country club located within a distinguished gated community in Santa Fe, NM.

The Assistant General Manager at Las Campanas should be a quintessential professional in every aspect and will be a highly visible and engaged leader. Continually ensuring a consistently positive experience for members and guests that exceeds expectation is job one for the Assistant General Manager. The AGM will ensure that the vision and strategic goals of the GM/COO and the Club are being met through servant leadership and full-scope management. Clearly then, paying attention to all the details that contribute to overall success is a crucial attribute and a necessary intuitive style of the successful Assistant General Manager.

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

THE CLUB AT LAS CAMPANAS AND COMMUNITY

Established in 1991, The Club at Las Campanas is a premier luxury golf gated community stretching across 4,700 acres surrounded by pristine desert. The community is comprised of exclusive neighborhoods with custom and semi-custom homes and homesites. The Club at Las Campanas is a place where members can enjoy two award-winning Jack Nicklaus Signature golf courses, a 46,000 square foot Hacienda Clubhouse, a peerless Equestrian Center, Fitness & Tennis Center which includes a luxurious spa, pickleball, a 2.5-acre dog park and year-round dining opportunities in the award-winning Hacienda Clubhouse and Log Cabin. The Club has garnered an earned reputation for featuring world-class facilities and has been recognized as a Platinum Club of America since 2014 and as a Distinguished Club by Boardroom Magazine since 2018. In addition, The Club at Las Campanas provides habitat for 200 species of migrating and breeding birds and has the only golf courses in New Mexico to be certified as a cooperative sanctuary by Audubon International.

THE CLUB AT LAS CAMPANAS EMPLOYEE SCHOLARSHIP PROGRAM AND COMMUNITY GRANTS

The Employee Scholarship Program provides financial support to Las Campanas' employees and their family members in reaching their educational goals. The program has awarded 265 scholarships to employees and their family members for a total of over \$360,000. This program is a demonstrative commitment from the membership to the employees of the club. The membership also supports Community Grants that have provided support to over 120 charitable organizations in the Greater Santa Fe area with over \$680,000 in grants awarded to date.

THE CLUB AT LAS CAMPANAS BY THE NUMBERS:

- \$75k Golf Initiation/Social Initiation \$45k
- \$10.5M Annual dues
- \$17.8 Total Revenue
- \$2.2M F&B Revenue
- 461 Golf members; 347 Social members
- 130 Employees (FTE) year-round; 80 Seasonal
- 13 Board members, 16 Committees
- 68 Average Age of Membership

AGM JOB DESCRIPTION

The AGM is a key member of the Club's Management team, directly overseeing the clubhouse operation including the Food and Beverage front of the house staff, events and communications, Housekeeping, and working closely with the Executive Chef, IT Director, and Membership Director. The AGM is responsible for managing the service and beverage operations for the club. The AGM directly supervises the Assistant Clubhouse Managers, beverage staff, service manager, housekeeping manager and managers of all other outlets such as the seasonal Spa Café. The AGM will develop, implement and be responsible for the departmental operating budgets. The AGM will hire, train and supervise staff level employees and apply relevant marketing principles to assure that member expectations are consistently met and exceeded. The AGM is also responsible for the operation of all aspects of the club in the absence of the GM/COO.

The Assistant General Manager will have full responsibility for all aspects of the Clubhouse operations managing all resources and will have a direct role with all other Department Heads reporting to the GM/COO. The AGM is expected to consistently deliver an "exceptional member experience." The AGM will work with and lead a highly capable team, many of whom have many years of tenure at the Club. The AGM will be challenged to introduce modern management practices, and support all employees of the Club, regardless of their department, to foster a positive and collaborative service culture in all operations.

The AGM is expected to be an interactive member on Club Committees, working together with members and our staff to make decisions to achieve the goals and initiatives in the Club's 2020-2025 Strategic Plan. The importance of working with the Board and Club committees cannot be underestimated; the club committees are an important part of the club's success, and the ability to listen and contribute is a necessary and important skill set.

The focus of the AGM will be to understand that the membership and staff are both vital to the Club's overall success. The AGM should be visible, understand all aspects of the Club's operation and communicate clearly.

DIRECT REPORTS

Assistant Clubhouse Managers, Housekeeping Manager, Beverage Manager; Dining Room Supervisor, Front of the House Service Staff.

WORKS CLOSELY WITH

Executive Chef, Director of Golf, Director of Agronomy, Controller, Director of IT, Events and Communications Director, Chief Engineer, Membership Director, Director of Fitness, Tennis and Spa, and Director of HR.

KEY SKILLS FOR SUCCESS

- Listen, observe, learn, assess and act to continually improve service and performance.
- Get to know members and staff as quickly as possible, engaging them in a sincere and enthusiastic manner.
- Work closely with the GM/COO, Directors, staff, and committees to gain a thorough understanding of the club's history, culture, and traditions which will provide confidence and guide decision making.
- Maintain focus on the Food and Beverage operation, and development of the member events and communications program to deliver ongoing consistent execution of service standards that delight the membership and their guests.
- The AGM needs to clearly understand the Club's Financial model and Financial reports. The AGM needs to be able to interpret the financial model, its history for implementation and need for adherence by all departments/managers, and clearly understand how each department develops and achieves financial projections.
- Focus on key elements to the Club's long-term success; Member satisfaction driven by building a staff culture of friendly, consistent and effective service, member engagement supported by robust and unique programming, membership onboarding and retention efforts, as well as a strong focus on details of operational presentation of member areas is critical.
- Active participation in CMAA with a focus on maintaining professional relationships, continual education, and the willingness to benchmark the club's operation with the best clubs in the country.
- The AGM, through "management by walking around" will lead a team of friendly, engaging, competent, and passionate staff who are committed to serve the Club's members.

KEY ATTRIBUTES AND AREAS OF FOCUS

The successful AGM will demonstrate:

- Proven training and management development experience.
- Effective team building and leadership skills.
- Aptitude for attentiveness to member services and satisfaction.
- Extensive wine knowledge and wine program development experience.
- Strong planning and administrative skills including budget and P&L management.
- Superior communication skills, exuding energy and creativity.
- 100% buy-in into The Club at Las Campanas culture.
- Confidence to remain calm and poised in dynamic situations.
- Ability to act as a “courageous thought partner” with the GM/COO and Member Committees.

PRIMARY RESPONSIBILITIES

- Sincere and significant engagement of members, guests, and staff; listening to their concerns and suggestions; observing, assessing, and evaluating all areas of responsibility; and working closely with the GM/COO to implement appropriate and incremental improvements.
- Provides input and cooperates with the GM/COO in preparation of the annual operating and capital budgets.
- Hires, trains, and develops employees; plans and coordinates training and development programs to ensure that the end-to-end experience is at a consistently high level; manages the long-range staffing needs of the department.
- The AGM is ultimately responsible to ensure that all member and club events are well-conceived and executed. Important life events of members are frequently celebrated at the Club, and the AGM will have a critical role in making the parties a success, thereby increasing member satisfaction.

OTHER RESPONSIBILITIES

- Monitors budget goals to achieve them.
- Develops policies and procedures and directs/supervises the work and tasks of assigned department managers and associates to include Food and Beverage, clubhouse operations, and other areas as required.
- Supervises the procurement of all food, liquor and supplies for use in the clubhouse facilities. Supervises delivery of goods and services received; verifies all clubhouse invoices, taking advantage of discounts and allowances offered.
- Attends House Committee meetings and coordinates all social events with them.
- Responds to member/guest complaints and addresses their concerns.
- Monitors safety issues and employee’s conformance with safety procedures.
- Prepares clear and concise reports and maintains effective employee/employer relations.
- Assists in personnel management for each employee’s yearly performance evaluations, responsible for employee’s safety, personnel discipline, and the daily work schedule.

CANDIDATE QUALIFICATIONS

- Is a passionate leader with track record of providing premier -level hospitality services, strong food and beverage credentials with a personality that is commensurately appropriate for The Club at Las Campanas culture.
- Must possess the ability to traverse the property efficiently to be engaged in all areas of responsibility.
- Has an in-depth knowledge of wine, beer, and spirits. Has a thorough knowledge of multi-dimensional *à la carte* dining services, training, and service standards and processes as well as strong and verifiable skills in events and banquet operations.
- Has a positive attitude and is professional in nature with a high degree of integrity, strong work ethic, and a servant leadership management style.
- Exhibits a continuous desire to improve and a track record of developing strong and upwardly successful associates and direct reports.
- Is a confident, proactive team builder who has a history of developing, and retaining high performance staff.
- Has a fundamental understanding of what constitutes a “premier club experience” and the proven ability to execute to that level.

- Strong verbal and written communications skills. Comfortable speaking in front of a wide variety of groups including staff and board committees. Communication with members, guests, and visibility are important attributes of the incoming Assistant General Manager.

EDUCATIONAL AND CERTIFICATION QUALIFICATIONS

A college degree is required with a major in Hospitality and/or Business Management or an equivalent combination of related education. CCM designation or those actively pursuing the designation will be considered a plus.

SALARY AND BENEFITS

Salary is open and commensurate with qualifications and experience. The club, along with the typical CMAA benefits, offers an excellent 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 cover letter, clearly articulating your “fit” with the profile and the above noted expectations and requirements is necessary. Your letter should be addressed to Mr. Al Antonez, CCM, CCE, GM/COO, and clearly articulate why you want to be considered for this position at this stage of your career and why The Club at Las Campanas and its geographic location 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 Tuesday, May 25, 2021. Candidate selections will occur early-June with first Interviews expected in Mid-June 2021 and second interviews a short time later. The new candidate should assume his/her role in shortly thereafter.

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

“Last Name, First Name - Resume”

“Last Name, First Name Cover Letter – The Club at Las Campanas”

(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 Katy Eliades: katy@kkandw.com

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