

Club Details

Assistant General Manager

Meridian Valley Country Club

24380 136th Avenue SE
Kent, WA 98042

<u>Age of Club</u>	<u>Number of Members</u>	<u>Average Age of Members</u>	<u>Club Ownership</u>
57	430	59	Member-Owned
Gross Dollar Volume	Annual Dues Volume	Annual Food Sales	Annual Beverage Sales
\$6,000,000	\$3,000,000	\$900,000	\$500,000

Golf Facilities

- 18-hole course, par 72, designed by Ted Robinson

Racquets Facilities

- Four outdoor pickleball courts

Swimming Facilities

- No aquatics at this time

Other Athletic Facilities

Fitness Center – 1,500 square foot facility under renovation providing, new functional training equipment, personal trainers, group classes, etc.

Dining Facilities

- Formal Dining
- Casual Dining
- Lounge/Bar
- Outdoor Dining
- Banquet facilities (indoor seating for 225 and outdoor 250)

Special Club Features

- Welcoming and inclusive membership and staff culture
- Family oriented programming
- Club is open 7 days per week, 12 months per year
- Forward looking long-term strategic plan to grow club and enhance member value
- Exceptional golf course and practice facilities
- Tour level facility previously hosting the LPGA Safeco Classic Golf Tournament

Job Details

Date Posted

8/2/22

Job Title

DIRECTOR OF CLUBHOUSE OPERATIONS

Brief Job Description

About The Club

As the farmland of the Kent valley began to give way to the growing corporate centers in the mid-1960's, a small group of local golfers were drawn together by a common vision - the development of a first-class country club in Kent. Their resolve grew under the direction of Jack Lynch, Sr. with the support of local business leaders such as Bowen Scarff, Ralph Pozzi, Ernie Jonson, and Joe Bowen.

Ted Robinson, one of the nation's leading golf course architects from Rolling Hills, CA aided in the search for the perfect site. Mr. Robinson made several trips to survey possible sites before the choice became clear. Mount Rainier sparkled in the distance and the Soos Creek traversed the scenic expanse. With the land secure, Robinson went to work and created an exceptional 18-hole layout that has stood the test of time.

Meridian Valley Country Club officially opened on July 1, 1967. With a temporary clubhouse and nine of the 18-holes ready for play, those who teed it up on that Saturday morning did so again and again. The theme of the day was "Take No Divots" because although the fairway grass was well on its way to full growth, it still required tees for all shots. The opening day rule did not diminish the day's competition.

The second nine holes and permanent clubhouse opened to equally grand fanfare in May 1968. Through the years, the golf course has undergone several major improvements, including irrigation, drainage, and many floral plantings. The course now plays "dry" year-round.

Among the many events hosted by Meridian Valley have been the 1972, 1976, 2002, 2004, 2005 and 2009 Washington State Opens. After the 2004 Open, won by Keith Coleman, one of the pros was quoted saying that the course was "in unbelievably great condition and the greens were perfect" - qualities for which the course continues to have an everyday reputation. Much of Meridian Valley Country Club's fame is tied to having hosted the LPGA SAFECO Class from 1982 until 1999.

Since the Mayor of Kent hit the first ball in 1967, Meridian Valley has welcomed many of golf's greatest players. In addition to such luminaries as Jack Nicklaus, Arnold Palmer, Lee Trevino, Peter Jacobson and Dave Stockton, Meridian Valley saw the best women golfers in the world tee it up during the SAFECO Classic's 18 year run with players like Patty Sheehan, Nancy Lopez, Annika Sorenstam, Karrie Webb, Julie Inkster, and local favorite JoAnne Carner.

Meridian Valley Country Club has grown into one of the Northwest's most respected golf courses to the credit of the founding members who successfully achieved their goal to develop a first-class golf club.

Our Vision

Meridian Valley strives to be the preeminent lifestyle club in the Pacific Northwest offering a forward thinking and inclusive community of like-minded people enjoying golf, social, wellness, and family amenities offering a caring staff, exceptional facilities and experiences, and increased value for our members, their families, and guests.

Our Mission

To provide members and guests with an unparalleled golf and country club experience.

- Maximize value by fully developing services, facilities, and staff.
- Maintain a Board that is responsive to the membership, with a shared vision.
- Continuously improve the playability and quality of the golf course.
- Practice ongoing financially sound management and fiscal policy.

Our Core Values

It is critical that a MVCC culture exists that is inclusive of all members and their guests, regardless. The Board of Trustees of Meridian Valley CC will take action to ensure that this inclusive culture exists, flourishes, and becomes the defining identity of the Club. Members will share these values that are important to the community of our Club. It is expected that these Core Values are shared with guests before arrival. Those values include:

- Welcoming Atmosphere
- Family Oriented

- Quality Facilities
- Community Engagement
- Culture of Service

Our Team Culture

- Work well as a team
 - Strong inter-department cooperation
 - Member ready attitude
 - Supportive management team
 - Caring and heartfelt service approach
- Is a positive, upbeat leader of the Club who proactively leads the team to provide excellent service and quality products.
 - Participates in on-going facility inspections throughout the club to assure that cleanliness, maintenance, safety, and other standards are consistently attained.
 - Motivates direct reports and has clear communication with them daily.
 - Assists in the planning of facility improvements, remodeling, construction, and repair and interacts with applicable club committees for this purpose.

The Role

The Assistant General Manager reports directly to the General Manager and in this highly visible position the individual is responsible for Clubhouse Operations to include complete oversight of the Food and Beverage and Private Events departments, Membership programming and communications, and the Front Desk. Further, this position will involve direct work and collaboration as a closely trusted confident with the GM and Board of Trustees. In the absence of the General Manager this position will be responsible for all Club operations.

Meridian Valley CC is a private country club encompassing a diverse and successful membership. To be successful in this role will require a high-level of emotional intelligence with the ability to develop meaningful, trusting relationships-for both the membership and staff. The demonstration of inspiring leadership and member experience abilities is mission critical to fostering and nurturing the team culture at MVCC. Anticipating needs with attention to detail and a sense of urgency underlies everything we do at MVCC. We will look for the successful candidate to exhibit a passion for excellence, exceptional interpersonal skills, the ability manage results, and the fortitude to hold their team members accountable for achieving set forth results.

Primary Responsibilities

- Provides inspirational leadership in managing all aspects of the clubhouse in conjunction with the General Manager.
- Provides strong oversight and leadership to the F&B and Private Events departments.
- Oversees the Membership Department, Club communications, and all social programs and activities.
- Functions as an administrative link between all Club departments.

- Attends Board of Trustee meetings to report on club business and acts as a liaison to both the Board of Trustees and GM for Board and Governance related items.
- Interacts with members answering questions, solving problems, overseeing services, and ensuring club cleanliness and order.
- Accepts feedback from Club members with grace and takes the appropriate action to correct member service issues.
- Recognizes the need to continually improve existing member services and introduce new events and programs to enhance member satisfaction and event participation.
- Drives membership outreach, recruitment, prospecting, follow-up, and sales with a continual focus on adding members in all categories.
- Serves as staff liaison member of appropriate club committees.
- Is a positive, upbeat leader of the Club who proactively leads the team to provide excellent service and quality products.
- Participates in on-going facility inspections throughout the club to assure that cleanliness, maintenance, safety, and other standards are consistently attained.
- Motivates direct reports and has clear communication with them daily.
- Assists in the planning of facility improvements, remodeling, construction, and repair and interacts with applicable club committees for this purpose.

General Qualifications & Experience

Food and Beverage

- Extensive oversight experience in a private club food and beverage operation to include restaurant, mixed grille, bar, snack bar, kitchen, private events, and catering departments.

General Administration and Leadership

- A hospitality management professional with 5-7 years of verifiable progressive experience in a private, member-owned club.
- Excellent interpersonal and communication skills, both written and verbal that allow for smooth interactions with members, staff, and vendors
- Good judgment and sound decision-making skills, resolving problems in a timely manner.
- Detail oriented with the ability to exercise good time management skills, as well as the ability to instill such proficiencies in others with whom he/she works with.
- Experience in planning and administering training and professional development programs for himself/herself and club personnel.
- A solid career track in the private club industry that demonstrates longevity and commitment to previous employers.
- Effective leadership skills in building strong working relationships across all levels of an organization combined with strong financial acumen.

Membership Programming

- A strong understanding of membership sales, programming, event creation, development, and facilitation

- A strong desire to be visible to our membership and provide optimal member service at all times.
- A creative individual who possesses excellent personal taste and has an eye for detail.
- Excellent administrative and organizational skills with the ability to empower others to be successful and supportive of the overall operation and objectives.
- An individual who operates like a coach and motivator who attracts hires and supports the staff. Somebody who brings out the best in people and focuses on their strengths and helps them develop their weaknesses.
- This position is ideal for a private club career minded individual looking to learn and grow within the industry, and eventually move on to oversee a Club of their own.

Educational Requirements

- Bachelor's Degree in hospitality management preferred
- CMAA Continuing Education and progress towards CCM preferred

Date Position Available

- ASAP

Other Benefits

- A market based competitive compensation package commensurate with experience will be offered to the successful candidate
- Excellent medical, dental, vision and supplemental insurances
- 401(k) with employer matching
- Standard PTO policy
- Complimentary employee meal daily
- Club privileges are available at the discretion of the GM
- Pro-Shop merchandise discounts
- Education allowance available
- Relocation expenses negotiable
- Bonus program negotiable

Application process

Please prepare a thoughtful cover letter detailing your interest in the position and how your prior experience and skillset will align with the needs of the Club. Your letter should be addressed to Mr. Gordon Walker, General Manager, Meridian Valley Country Club, and clearly articulate why you want to be considered for this position at this stage of your career and why Meridian Valley CC and this region of the Pacific Northwest area will be beneficial to both you and the Club if selected.

IMPORTANT

Save your resume and letter in the following manner:

- Lastname_Firstname_DoCO_application
- Cover letter & resume should be in PDF format

- Email subject line: Last name, First name, DoCO application
- References are not required at this time

Gordon Walker

General Manager

Email: gordy@meridianvalleycc.com

PHONE: Phone calls are not accepted at this time