

KOPPLIN KUEBLER & WALLACE

THE MOST TRUSTED NAME IN EXECUTIVE SEARCH AND CONSULTING

SENIOR VICE PRESIDENT OF OPERATIONS PROFILE: ARCIS GOLF ARIZONA

SENIOR VICE PRESIDENT OF OPERATIONS AT ARCIS GOLF

This is an exceptional opportunity for the seasoned experienced golf executive who will lead and facilitate operations for a portfolio of 16 Arcis-owned golf and country club properties in Arizona. This individual will have bottom-line responsibility for the portfolio's financial performance, which includes private and public daily fee facilities. A key to this role is a track record of proven success at leading multiple teams and empowering and developing staff and leaders.

The successful candidate will embody the company Axioms of practicing humility, seeking help, implementing independent thinking, getting comfortable with being uncomfortable, developing a growth mindset, obsessing over initiatives and action steps, making course corrections quickly, and most importantly – BE GRATEFUL.

The purpose of Arcis Golf is to create extraordinary experiences and forge emotional connections with its members and guests, one round at a time.

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

ABOUT ARCIS GOLF

Arcis Golf is the premier operator of nearly 70 private, resort, and public golf clubs in the United States and an industry leader, providing dynamic direction and unrivaled amenities that complement diverse playing experiences. Their properties enhance the golf and country club lifestyle to a level of excellence designed to exceed the needs and expectations of family, friends, co-workers, and guests of all ages.

Known for innovative management, with a best-in-class leadership team that is reinventing the modern club experience, making it more relevant to the lifestyles of today's consumers. Arcis Golf is committed to enhancing service levels, amenities, and programming to broaden the appeal for members and guests at all its properties.

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 targeted to exceed the needs and expectations of family, friends, co-workers, and guests of all ages.

ARIZONA FACILITIES IN SCOPE

Private Clubs:

- The Stone Canyon Club
- The Rim Golf Club
- The Golf Club at Chaparral Pines
- Ancala Country Club
- Tatum Ranch Golf Club
- Arrowhead Country Club

Public / Daily Fee Clubs:

- Grayhawk Golf Club
- McDowell Mountain Golf Club
- Stonecreek Golf Club

- The Legend at Arrowhead
- Palm Valley Golf Club
- Continental Golf Club
- Raven Phoenix Golf Club
- Kokopelli Golf Club
- Superstition Springs Golf Club
- Ocotillo Golf Club

ARCIS GOLF – ARIZONA CLUBS BY THE NUMBERS COMBINED

- \$147M Gross Volume Approximately
- \$53M Approximate Annual Dues Volume
- \$35.3M Approximately in F&B Volume
- 75% a la carte 15% catering
- Annual Rounds of Golf 715,000
- 1,400 Employees (FTE) with additional seasonal employees
- \$38M Gross Payroll Approximately
- Club POS – EZSuites

ARCIS GOLF WEBSITE: www.arcisgolf.com

SENIOR VICE PRESIDENT OF OPERATIONS – POSITION OVERVIEW

Operational thought partner that will be directly responsible for leading sixteen of their private and daily fee clubs across Arizona while working collaboratively with the EVP/COO, Department Heads, and C-level executives to drive strategy and effectuate change on a regional and portfolio basis. Provide extraordinary experiences through the creation of unrivaled programming and consistent execution of standards of excellence. Select, develop, and retain passionate servant leaders. Ensure financial targets are met and forecasts are accurate.

PRIMARY RESPONSIBILITIES OF THE NEW SENIOR VICE PRESIDENT OF OPERATIONS

- Lead and direct to ensure all Clubs achieve goals and maintain strong working relationships.
- Allocate appropriate administration time for planning, budgeting, scheduling, training, and meeting with Club GMs to anticipate the needs of the Clubs.
- Monitor compliance with national programs such as Players Club, Core Beverage Program, Menu Program, Approved Product List, and Beverage Cart Program.
- 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.
- Strategic planning and execution to create unrivaled programming, exceptional service standards, and enhance profitability and efficiency throughout the company's operations.
- Partner with the EVP/ COO and collaborate with the management team to develop and implement plans for the operational infrastructure of systems, processes, and staff designed to accommodate the rapid growth objectives of our organization.
- Partner closely with the Corporate Sales and Marketing teams to create and execute programming, marketing plans, sales, and pricing strategies.
- Ensure staff provide excellent guest service. Review guest and member surveys and feedback and determine an appropriate plan of action if appropriate.
- 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.
- Ensure assigned clubs are meeting financial goals and following appropriate accounting procedures such as expense tracker and monthly financial reviews. Monitor forecast and results and adjust as needed to achieve targets.
- Create and execute short-term and long-term operational and financial plans for the company.
- Responsible for the selection, development, leadership, and retention of passionate servant leaders.

- Ensure compliance with all national programs such as Players Club, Core Beverage Program, Menu Program, Approved Product List, and Beverage Cartender program.
- Ensures golf courses comply with all federal, state, and local laws.
- Oversee one or more constellation teams to ensure the execution of efficient sales processes between multiple clubs.
- Partner with key stakeholders to outline, track, and manage sales budget and forecast to ensure accurate forecasting.
- Identify, execute, and present annual and quarterly sales and pricing strategies based on data trends, analytics, and market analysis within the region.
- Track, review, and communicate lead and lag metrics to drive sales initiatives.
- Source, recruit, and select sales talent for available and future roles.
- Develop and implement sales onboarding programs to promote the successful acclimation of new sales hires within the organization.
- Retain top talent through employee engagement strategies, recognition programs, and team-building events.
- Build and maintain strong partnerships with operations and other key stakeholders to ensure seamless execution of sales strategy and processes.

CANDIDATE QUALIFICATIONS

- Minimum 7 years of multi-site leadership experience in the golf industry required. Additional experience in the service or hospitality industry is helpful.
- Having 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 who recognizes accountability's importance. 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.
- Ability to achieve high-performance goals and meet deadlines in a fast-paced environment.
- Ability to manage multiple projects and tasks simultaneously.
- Ability to illustrate a compelling point of view and move others to action
- Phoenix/Scottsdale-based position; preferred
- Ability to travel approximately 50% of the time

EDUCATIONAL AND CERTIFICATION QUALIFICATIONS

- Bachelor's degree from a four-year college or university preferred.
- 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 Arcis search committee/search chair Ron Massey 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 Arcis and the Arizona area will be beneficial to you, your family, your career, and the Club if selected.

It is suggested that you apply for this role as soon as possible as the position is currently open and it is desired to fill it this summer. Candidate selections will occur in July 2024 with first Interviews expected in July and August and second interviews a short time later. The new candidate should assume his/her role sometime in August of 2024.

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

“Last Name, First Name - Resume” &

“Last Name, First Name - Cover Letter - Arcis”

(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:

Paul K. Levy, PGA, CMAA

Search & Consulting Executive

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