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VICE PRESIDENT OF CLUB OPERATIONS PROFILE:

THE HILLS

THE HAMPTONS, NY

VICE PRESIDENT OF CLUB OPERATIONS AT THE HILLS

An exceptional opportunity exists for an experienced and engaging candidate with a successful track record of leadership and building community relationships to become the Vice President of Club Operations for a new Discovery Land community in the Hamptons, New York. The Club includes an already-developed beach club called Dune Deck Beach Club, which was completed in 2015 and is approximately 15 minutes from The Hills site.

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

ABOUT DISCOVERY LAND COMPANY & THE HILLS COMMUNITY

Discovery Land Company (DLC) is a premier developer of luxury private residential communities worldwide, founded by Mike Meldman. DLC's unique business model integrates land development and real estate, ensuring efficient project execution and cost management. The company is renowned for its commitment to sustainable development, preserving natural environments while delivering high-end living experiences. DLC's leadership focuses on creating family-oriented communities that foster memorable experiences and strong connections. Their values emphasize people, respect for culture and environment, integrity, and the importance of fun.

The Hills, a Discovery Land Company community in the Hamptons, will be a private, family-friendly enclave with an array of top-tier amenities, including an 18-hole Tom Fazio-designed golf course, a clubhouse, spa and wellness facilities, a modern fitness center, and exciting outdoor activities.

Designed to be an intimate community, this project is already underway with the Golf Course charted for completion in 2025 and residences opening in 2026.

An additional amenity associated with The Hills and only 15 minutes away, Discovery's Dune Deck Beach Club is a luxury beachfront community offering private beach access, a pool, spa services, gourmet dining, and family-friendly activities. It emphasizes exceptional service and memorable experiences, blending relaxation and adventure against the Atlantic Ocean backdrop.

THE HILLS WEBSITE: www.discoverylandco.com/communities/the-hills

VICE PRESIDENT OF CLUB OPERATIONS – POSITION OVERVIEW

The Vice President of Club Operations (VPCO) for The Hills Golf Club will be responsible for overseeing the successful opening of Phase 1, and future phases, to ensure operational excellence, further driving strategic growth within the Club. Reporting directly to the Project President with a dotted line to the Regional Vice President of Club Operations, this position will play a pivotal role in ensuring exceptional member experiences, optimizing operational efficiency, and making significant contributions to the overall success of the organization.

The VPCO will play a critically important role in developing, maintaining, and enhancing the personality, culture, and vibe of The Hills, its membership, and its employees.

This individual will be a visible, warm, and welcoming personality who will be personally involved in the front of the house; both in terms of setting the tone and the training of employees and in being personally present at events, both big and small, recognizing that the Discovery Land Company approach is one of consistent innovation, relationship development and 'over the top' events and services. The VPCO must understand and enhance the intangibles that make The Hills a unique environment in the world of residence and golf experiences.

Additionally, the VPCO will work with the DLC team to market the vision of The Hills to the appropriate clientele, working to build the membership and community.

The VPCO will have the following department heads reporting to them, including, but not limited to, the General Manager of the Dune Deck Beach Club, General Manager of The Hills, Golf Course Superintendent, Clubhouse Manager, Executive Chef, and Facilities Manager. The VPCO will work collaboratively with the Director of Golf to ensure hospitality standards are consistent throughout golf and operations.

Throughout the pre-opening phases, the VPCO will work closely with the head of the program and project management function to lead the team of The Hills in the effective and efficient execution of all pre-opening activities, leading to on-brand, on-schedule, on-budget, and on-members and staff openings of the subsequent/sequential pre-opening phases. The VPCO will monitor the progress and performance of the project against the baselines and key performance indicators.

Subsequently, the VPCO will work closely with the Project President and Regional Vice President of Club Operations to develop the appropriate reports and financial information it needs to monitor operations, understand its financial position, and plans for future needs. The VPCO will review adherence to operational goals and be available for managerial counsel on all matters. The VPCO will work closely with the Senior Vice President of Operations to ensure that the primary goal: a high level of membership satisfaction and engagement.

To be successful, the Vice President of Club Operations must:

- Understand, appreciate, and be additive to creating and building The Hills's culture and vibe under the Discovery Land Company approach.
- Have outstanding golf and member services aptitude and experience and know how to deliver in these areas at a high level.
- Partner with the Director of Golf and Golf Course Superintendent to create an exceptional golf experience. The Hills golf experience is the key to its overall success.
- Have the ability to lead with a 30,000-foot view, acting as a visionary who will consistently keep in mind the larger, long-term goals.
- Have excellent communication skills with an analytical mind, able to develop performance objectives that are easily articulated, understood, and turned into backing for making overall member satisfaction a top priority for the organization.
- Be able to implement a performance management system, ensuring that standards of conduct and member engagement are met; this includes oversight of high standards of appearance, hospitality, service, and cleanliness of all facilities, as well as the key financial metrics that are agreed upon.
- Instill a high-performance culture throughout The Hills by involving associates in the decision-making process of how 'work gets done' and help to further an already desirable and rewarding work environment.
- Have an enthusiasm and aptitude for teaching and training, developing, and enhancing orientation and training programs for all personnel, working, as necessary, with the managers directly responsible for those operations, and guiding the staff to "buy in" to the larger vision of the property.
- Have strong administrative skills and proven ability to recognize and articulate the needs of The Hills to maintain a healthy financial position in the future through analytical rigor and data accumulation for enhanced decision-making.
- Have a strong "forward focus" on technology and sustainability.
- Be adroit at developing relationships, being polished, personal, and diplomatic, and providing a candid "thought partner" with Discovery Land Company leaders.

CANDIDATE QUALIFICATIONS

- A minimum of 5-7 years of progressive leadership/management experience having a consistently upward tracking leadership experience in a contemporary business model or similar hospitality operation known for high service standards. The Hills will consider both current Vice Presidents of Operations and "rising stars" with the necessary potential, but who are currently in exceptional club environments having similar responsibilities.
- Homeowners' association (HOA) experience is strongly preferred.
- Must understand luxury and associated branding.
- Marketing experience is valuable for this position.
- Being part of starting up a new property is also a valued experience.
- Strong interpersonal and communication skills, process-driven and goal oriented.
- Good judgment and sound decision-making skills, resolving problems in a timely manner, as confirmed in reference checking and interviewing.
- Detail-oriented with the ability to exercise good time management skills, as well as the ability to instill such proficiencies in others with whom they will be working if selected.

EDUCATIONAL AND CERTIFICATION QUALIFICATIONS

- A bachelor's degree in golf operations or hospitality management is required with a PGA background and/or hospitality experience with a focus on high-end luxury.
- A Masters of Business Administration degree is preferred.
- In lieu of the degree, substantial private club or hospitality experience will be considered.
- Industry certifications such as CCM, CCE, CAM, 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 Hills offers an excellent bonus and benefits package including association membership. Salary Range: \$350,000 - \$500,000.

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 Peter Whalen, Senior Vice President of Operations of Discovery Land Company 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 The Hills and the Hamptons area will be beneficial to you, your family, your career, and The Hills if selected.

You must apply for this role as soon as possible but no later than Friday, July 12, 2024. Candidate selections will occur in mid-July with first Interviews expected in late July 2024 and second interviews a short time later. The new candidate should assume their role in September 2024.

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

"Last Name, First Name - Resume" &

"Last Name, First Name - Cover Letter – The Hills"

(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

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