

GM/COO Opportunity

OAKBOURNE COUNTRY CLUB Lafayette, LA



The Opportunity

It is an exciting time as Oakbourne, in its 60th year anniversary, embarks on the creation of a Strategic Plan, Board / Management retreat, Capital Reserve Plan — and, the club is now looking for top talent to be a vital part of it all.

Consistently ranked in the top 5 golf courses in the state. Head PGA Professional Cliff Wagner has provided leadership for 25 years and multiple times been honored as PGA Pro of the Year for the Gulf States Region. The opportunity is to now raise the bar of excellence throughout the entire operations to this same great level.

Oakbourne is the former home to the PGA Tour Cajun Classic. Past winners were: Jay & Lionel Hebert, Billy Casper, and Miller Barber. The club's premier private meeting room houses a terrific tribute case of nostalgia to the Hebert brothers, and the room itself bears their namesake.

The new GM/COO will have the opportunity to be on the ground floor of our pending Strategic Plan initiative and to play a vital role in then providing the ongoing leadership to drive the club forward with confidence.

Mission Statement

“Our member's very favorite place to be.”

Governance

- **The Board** sets policy and is not overly involved in club operations.
- **The Committees** are advisory in nature only and have no active role in operations or any authority to direct club employees.
- **The Department Heads** report directly, and are accountable, to the GM/COO.
- **The GM/COO** has the authority and responsibility for club operations. S/he reports directly to the Club President.

Financial Summary

- Annual Revenues from Operations — \$4.2 Million
- Regular Member Initiation Fee — \$4,500
- Annual Dues Income — \$2.6 Million
- Monthly Dues — \$425
- Annual F&B Revenue — \$900,000

The Ideal Candidate Personal Traits & Professional Skills

Personal Traits: The successful candidate will:

- Have an approachable personality and be comfortable conversing with a down to earth membership. The Lafayette community is more casual in nature yet still enjoys / expects a “first class” member experience.
- Bring positive energy every day to whatever is before them.
- Have a proven track record of building and mentoring a team of skilled professionals
- Be good-natured in every situation.
- Be highly visible and accessible to both the membership and the staff.

Professional Skills: The successful candidate will be able to:

- Exhibit leadership skills in bringing together a fine staff into one cohesive unit.
- Make sure all that all the details are monitored by staff, while definitely not micro-managing. (Micro-mangers need not apply. Yet — MUST get consistent results! Particularly in regard to member experiences.)
- Make appropriate decisions in regard to any unfavorable budget variances or to take corrective actions wherever deemed advisable.
- Provide meaningful insights and recommendations to the Board of Directors in a professional manner.
- Think well ahead into the future needs of the club and be proactive in formulating plans and recommendations.
- Communicate effectively in formal meetings as well as in daily interactions with all club members and staff.
- Exhibit strong F&B operations expertise.
- Converse regularly with the Golf / Tennis Professionals and Golf Course Superintendent. Have a working knowledge of programming and agronomy concerns.

The Ideal Candidate Experience Desired

- **Experience** in truly being a “working partner” with the board in providing hands-on leadership in continually bettering club operations and membership satisfaction levels. Oakbourne is definitely ready for a confident and competent club management professional to provide leadership today. Definitely NOT the place for a rookie hoping to grow into a GM position tomorrow.
- **Experience** in working with department heads and coordinating with the Controller the creation of Zero Based Operating budgets.
- **Experience** in being taking part in the ground level of the creation of a Strategic Plan process.
- **Experience** in working with a Capital Reserve Plan and keeping the board and committee requests within that plan in place.

- **Experience** in working with various member committees and then coordinating their advisory input appropriately with board and department heads.
- **Experience** in developing department heads and fostering an environment of complete coordination in doing whatever it takes to better serve the membership.

Challenges

An incoming GM/COO will face a number of challenges, including:

- Oakbourne has very vibrant golf and tennis programs. But – over the years, has slowly all but morphed into two separate entities in many members minds. **The board is hoping for a club leader who can bring it all together.**
- Oakbourne has a wonderful, quite large pool area — yet, it is greatly underutilized. **The board is hoping for a leader with some ideas and follow through for more family involvement.**
- Oakbourne has many service employees and several department heads that have been here for many, many years. **The board is hoping for GM/COO who is able to work with valued employees, yet also able to manage and provide leadership in continuous improvement.**
- Oakbourne is regarded by many golf enthusiasts as being one of the very best golf experiences in the state. The club is also well known as a premier tennis facility. **The board is desirous of having a GM/COO who can leverage / blend these attributes to reflect upon all facets of the clubhouse operations as well.**
- Oakbourne is located in a smaller community where it is oftentimes more difficult to secure previously trained staff. **The board understands the challenges here, but expects their new GM/COO to ensure an enthusiastic and professionally competent staff is in place from top to bottom at all times.**
- Oakbourne has a past of committee over-involvement. **The current President, full Board, and all Committees are now fully in support of and, in fact, longing for a true GM/COO to lead the club. The board will accept nothing less in a candidate in order to be considered.**

Compensation

Oakbourne is very competitive for a club with its level of Annual Gross Revenue and in the southern Louisiana region. The annual base is \$145,000.

Relocation package. Employee benefits. CMAA membership.

Timing & Process

- Interested candidates are encouraged to reach out now.
- ALL applicants will be acknowledged by email.
- Those candidates who appear viable will be contacted by phone.
- Those few who are deemed “Ideal Candidates” will be scheduled for personal interviews in late January or early February.
- We have a “start date” goal of no later than early March – 2016.

- References will be contacted. A thorough background check will take place. All Oakbourne potential employees are subject to a drug test.

Interested Qualified Candidates:

Along with your resume, e-mail a very “Oakbourne Specific” cover letter that explains in a compelling manner why you believe you are indeed an “Ideal Candidate” for this opportunity.

Contact

Michael Crandal, CNG
mjcatexmor@aol.com
(No Phone Calls – Please)