

## **DIRECTOR OF OPERATIONS PROFILE: MONTEREY PENINSULA COUNTRY CLUB PEBBLE BEACH, CA**

### **DIRECTOR OF OPERATIONS OFFICER AT MONTEREY PENINSULA COUNTRY CLUB**

Monterey Peninsula Country Club (MPCC) is a true world-class golf-centric private club and one of the most beautiful in the world. The club has a history of providing members with an exceptional club experience that is assured to be the high standard for years to come through the club's visionary leadership. To be a part of this extraordinary club as the Director of Operations promises to be the highlight of an aspiring club leader's career.

The person in this role will be the face of Clubhouse operations, demonstrating the ability to lead with sound judgment and goodwill. The Director of Operations has significant responsibilities in guiding the financial health of Clubhouse activities as well as assuring the quality of services in Food and Beverage, Special Events, Communications, Facilities, Housekeeping, Health, and Fitness. The qualified candidate will find this position allows him or her the freedom to be creative. The strength of their creativity will be guided by sound business acumen with an eye toward realistic cost and revenue projections and ultimately the execution of results. The Director of Operations will work closely with the General Manager and collaborate with the executive management team to set the club's strategic direction in all areas.

Monterey Peninsula Country Club members and management support decisions, programs, and strategic initiatives that set the benchmarks for world-class golf, dining, and social experiences. MPCC offers a welcoming way of life where families and friendships are nurtured through superb dining options and engaging social experiences. Member Satisfaction is the Club's measure of success. These principles and practices make the Director of Operations a compelling opportunity for aspiring hospitality professionals.

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

### **MONTEREY PENINSULA COUNTRY CLUB**

Monterey Peninsula Country Club is located at a magnificent meeting of land and sea. Their four hundred acres of forest and dunes, including more than two miles of Pacific Ocean coastline, is truly inspiring. For generations, their unparalleled setting and outstanding golf courses have attracted diverse and discerning Members looking to enjoy an active lifestyle with friends and family centered on their shared passion for the game of golf, superb dining, and engaging social experiences in one of the world's most beautiful places.

The Club has a long, proud, and colorful history dating back to its founding in 1925. The Club celebrates and treasures their heritage and honors their traditions. Staying true to the essence of the founder's vision has been the strength of the club for the last hundred years. Regular and Social members take full enjoyment in the two championship courses, Shore Course and Dunes Course, and the ambiance of the beautiful, spacious clubhouse, Dunes Shelter, and Beach House.

Reflecting on their heritage, the members' sentiments are well expressed by the comment made years ago by Bing Crosby, "I shall never cease being grateful to that eminent sportsman, Sam Morse the man whose vision, dedication and almost religious devotion to quality, tradition and deep sense of the dramatic made the Monterey Peninsula one of the showplaces of the world. Without Morse, there would be no Pebble Beach, Cypress Point, Monterey Peninsula Country Club, or anything. It would all be Coney Island!"

### **MONTEREY PENINSULA COUNTRY CLUB BY THE NUMBERS**

- 1,149 Members, all categories
- \$425,000K Initiation Fee

- 53,000 Annual Rounds of Golf
- \$39.1M Gross volume
- \$25.7M Annual dues volume
- \$14.7M Gross Payroll
- 220 FTE
- \$5.4M F&B volume with MPCC unique Member Benefits Pricing
- 10 Committees including Compensation, Audit, Budget & Finance, Law & Bylaws, House, Long Range Planning, Golf Activities, Greens, Membership, and Admissions
- 9 Board Members with 3-year terms
- Average Age of Members is 71

**MONTEREY PENINSULA COUNTRY CLUB WEBSITE:** [www.mpccpb.org](http://www.mpccpb.org)

## **DIRECTOR OF OPERATIONS JOB DESCRIPTION**

**SUMMARY:** The Director of Operations (DO) is responsible for the general operation of clubhouse functions relating most importantly to food and beverage but also including housekeeping, facility maintenance, security, valet, and fitness services and ensures that all services exceed members' and guests' expectations.

## **ESSENTIAL DUTIES AND RESPONSIBILITIES**

- Collaborate with executive management in setting strategic direction for the Club in all areas.
- Work with the Director of Finance and General Manager to prepare the annual operating and capital budgets for all clubhouse operations.
- Ensure operations are managed in accordance with budget guidelines and ensure standard operating procedures for revenue and cost control are in place and adhered to.
- Assist the General Manager in developing and implementing long-range (strategic) and annual (business) plans, operating reports, and forecasts.
- Consistently engage with members and staff and remain highly visible in the dining areas.
- Ensure all member dining and club events are well-conceived and executed.
- Supervises the purchasing, receiving, safekeeping and disbursement of operating supplies and equipment to maximize quality and profitability.
- Consistently attend meetings with senior management and carries out directives because of these meetings.
- Work with Director of F&B to develop P&L statements prior to events. Make appropriate notes following events and maintain information for future reference.
- Collaborate with Director of F&B with on menu development.
- Work with the Director of F&B and Catering Manager to organize and market club special events.
- Oversee the recruiting, hiring and development of clubhouse personnel.
- Oversee ongoing training programs complete with up-to-date training manuals to ensure exceptional service in all parts of the club's operation.
- Provide mentorship and development to all subordinate managers.
- Direct, train, supervise, discipline, and review all direct reports.
- Maintain an effective communication program where employees are treated in a fair, structured and consistent manner.
- Ensure an appropriate level of communication is being shared with all departments regarding Club activities and events.
- Facilitate a team environment focused on high employee morale, ethical standards, and efficient use of resources to position MPCC to be a preferred employer of choice in the community.
- Ensure all Members and guests requests, and concerns are listened to and addressed timely. Advise General Manager when necessary.
- Ensure Director of Facilities is providing appropriate level of security oversight to all Club property.
- Consistently attend Long Range Planning, House, and Finance Committee meetings.
- Ensure that the Clubhouse is run in accordance with all applicable local, state, and federal laws.

- Keep GM informed of all potential problems and activities related to the smooth operation of the clubhouse.
- Develop new and innovative ways in which to stimulate member activities and participation in Club events.
- Inspect all areas of responsibility to ensure that all safety, sanitation, energy management, preventive maintenance, and other standards are consistently met and reports deficiencies to facilities department when needed.
- Ensure work environment is safe and Codes of Safe Practices are adhered to consistently. Report injuries timely.

Report to work regularly and on time, follow directions, take criticism, get along with co-workers and supervisors, treat co-workers, supervisors, and members/guests with respect and courtesy, and refrain from abusive, insubordinate and/or violent behavior. To perform this job successfully, an individual must be able to perform each essential job duty satisfactorily. Reasonable accommodations may be made to enable qualified individuals with disabilities to perform essential job functions.

#### **KNOWLEDGE, SKILLS & ABILITIES**

- Knowledge of general food service industry standards and continual interest in staying up to date with food, wine, and fine dining trends.
- General computer skills in Microsoft Word, Excel, and Outlook and ability to operate standard office equipment.
- Ability to manage a group of employees and train, direct, motivate, discipline in accordance with Club policies and State and/or Federal law.
- Ability to plan, organize, prioritize, assess problems, and problem-solve to meet deadlines.
- Ability to perform tasks with attention to detail and accuracy.
- Ability to be flexible, adaptable and customer service oriented.
- Ability to calculate figures and amounts such as discounts, proportions, and percentages.
- Ability to apply common sense understanding to carry out instructions furnished in written, oral, or diagram form.
- Ability to work independently in the accomplishment of a wide variety of duties.
- Ability to work successfully with a variety of individuals with various socio-economic, ethnic, and cultural backgrounds.
- Ability to read and interpret documents such as safety rules, menus, operating and maintenance instructions, and procedure manuals.

#### **EDUCATIONAL AND CERTIFICATION QUALIFICATIONS**

- Six to eight years food & beverage management experience in high-volume club, hotel, or resort and proficiency in managing fine dining, casual dining, and/or banquet events.
- Experience managing housekeeping and facilities maintenance preferred.
- High School Diploma required, bachelor's degree in hospitality management preferred.
- Knowledge of Northstar system preferred.

#### **CERTIFICATES & LICENSES:**

- Must provide valid document(s) to work in the US.
- Valid Driver License with acceptable motor vehicle record required.
- Possess Food Handler Certificate or can obtain within 30 days of start date.
- Possess RBS certification required or must obtain within 30 days of start date.

#### **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*. Salary Range: \$250,000 - \$300,000

#### **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 Monterey Peninsula Country Club /JJ West, General Manager,** 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 MPCC and the Pebble Beach area 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 July 18, 2024. Candidate selections will occur in late July with first Interviews expected in August 2024 and second interviews a short time later. The new candidate should assume his/her role in mid-September.**

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

“Last Name, First Name - Resume” &

“Last Name, First Name - Cover Letter, Monterey Peninsula Country Club”

(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: at [katy@kkandw.com](mailto:katy@kkandw.com)

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