

GENERAL MANAGER PROFILE

TRIBUTARY

DRIGGS, ID

GENERAL MANAGER OPPORTUNITY AT TRIBUTARY

Tributary is looking for an engaging, dynamic leader, that will ensure that the club offers “best in class” service to its members and guests. The ideal candidate will have a proven track record at exceptional clubs with an “employer of choice” culture, success in interpersonal communication, recruiting, retaining and training team members along with strong food and beverage, hospitality, and financial management.

As the General Manager (GM), you will play a pivotal role in maintaining the Tributary brand and infusing our club and community with a vibrant mountain lifestyle. You will be responsible for ensuring seamless coordination and exceptional service across all areas. Your performance will be measured through key performance indicators (KPIs). You will be seen as the “face of the club” and should attend all key events.

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

TRIBUTARY AND COMMUNITY

Tributary offers an exceptional mountain lifestyle in Teton Valley, Idaho, just 40 minutes from Jackson Hole, Wyoming. Nestled within the expansive Greater Yellowstone Ecosystem, the community combines luxurious, modern farmhouse-inspired homes with a commitment to sustainability and preservation. Surrounding landscapes feature iconic sites like the Yellowstone and Grand Teton National Parks, accessible as day trips.

The community boasts a range of amenities for year-round enjoyment. Members can access a championship golf course designed by David McLay-Kidd, which weaves through 50 acres of preserved wetlands, creating a challenging yet scenic experience. The 16th hole, facing the Grand Teton, is a standout.

Tributary’s appeal extends to fishing enthusiasts, with private ponds and proximity to renowned rivers such as the Teton and South Fork of the Snake. Members can enjoy clinics and competitions to refine their skills. Winter activities include access to world-class skiing and on-site Nordic trails.

The 27,000-square-foot Clubhouse serves as the community’s social hub, featuring a restaurant, cocktail bar, great room and game room, with a separate wellness facility. Additionally, Tributary has conserved 500 acres of peatlands, protecting critical ecosystems while allowing members to explore via a raised boardwalk.

With an outdoor pool, spa services, and a full calendar of events, Tributary offers a rich, immersive lifestyle amidst one of America’s most beautiful landscapes.

DRIGGS

Over 6,000 feet in elevation, Driggs, Idaho is a draw for all who are seeking adventure and natural beauty in a relaxed small town. The Teton, Big Hole, and Snake River mountain ranges surround the valley and host the explorer in everyone. Whether one enjoys skiing, hiking, mountain biking, or world-class fly fishing, there is high caliber fun to be had. Find adventure in their gastronomic landscape where gourmet cuisine abounds in the many restaurants, and locally made craft beer, distilled spirits, and a 100-year-old soda fountain add distinct flavor.

Visitors and residents enjoy year-round entertainment indoors and out. From music festivals, a world class snow carving competition, legendary hot air balloon rally, a robust county fair showcasing their agricultural heritage, to farmer's markets and artisan fairs- their events are sure to inspire! Channelled into their small businesses, creative ingenuity, and personal relationships, the alpine hamlet of Driggs, Idaho challenges everyone to live their best lives in one of the most beautiful locations in the Lower 48. Their shared love of place strengthens the community bonds and lends a sense of pride to their daily pursuits.

TRIBUTARY BY THE NUMBERS:

- 210 Members (all categories)
- \$150k Initiation
- \$18 -24k Annual Dues
- \$6.4M gross revenues
- \$8M gross payroll
- Team: FT-65, Seasonal-100
- 27,000 sq. ft. clubhouse
- \$750k food revenue

TRIBUTARY WEB SITE: www.tributaryidaho.com

GENERAL MANAGER – POSITION OVERVIEW

The General Manager (GM) serves as chief operating officer of the club and manages all aspects of the club, including its activities and the relationships between the club and its ownership, Members, guests, and employees. Coordinate and administer the club's policies in collaboration with ownership. Develop operating policies and procedures and direct the work of all department managers. Implement and monitor the budget, monitors the quality of the club's products and services, and ensure maximum member and guest satisfaction. Secure and protect, enhance, and replace the club's assets, including facilities and equipment.

The General Manager is expected to provide quality leadership and a positive, upbeat image for the Club, ensuring that members enjoy premier service, a quality product, and an exciting calendar of events. He or She is responsible for the success of all aspects of the Club goals and activities, including oversight of the implementation of the Club's strategic plan and its objectives. He or She will also be expected to devote full time and attention to operations, membership & event marketing, planning, and staff performance and coordination.

Supervises the following Department Managers: Assistant General Manager/Director of HR, Director of Agronomy, and Director of Finance.

INITIAL PRIORITIES OF THE NEW GENERAL MANAGER

Club Operations

- Drive the company's mission, vision, and values daily.
- Maintain and uphold brand DNA in all services provided.
- Ensure the smooth day-to-day operations of the club, including facilities maintenance, housekeeping, and golf course maintenance and landscaping.
- Review operational policies and procedures to maintain a high level of service quality.

Member Relations

- Focus on ensuring a high level of member satisfaction by addressing member concerns, providing exceptional service, and maintaining open communication channels.
- Focus on enhancing the member experience by providing exceptional service and addressing member inquiries and concerns promptly.
- Develop and implement programs and events that cater to the interests and needs of the members.

- Act as a liaison between the club's ownership and its members, fostering strong member relationships.

Financial Management

- Assist the Director and ownership in managing the business of the club, including working closely in areas of financial oversight of the income statement, balance sheet, cash flow, capital budget, project management, and strategic planning.
- Work with the Executive Team to develop and manage the club's budget, ensuring responsible allocation of funds for various club activities, maintenance, and staff salaries.
- Financial Reporting: Provide regular financial reports, detailing revenue, expenses, and financial performance.

Leadership and Management

- Provide strong leadership to the club's staff, fostering a positive and collaborative work environment.
- Embrace and enhance the Tributary team culture.
- Oversee and manage department heads and staff, including hiring, training, performance evaluations, and disciplinary actions when necessary.
- Develop and implement effective management strategies to achieve the club's goals and objectives.
- Host daily 15-minute morning standup.
- Attend/host weekly one-on-ones with direct reports.
- Co-host the weekly leadership meeting.

Staff Management

- Hiring and Training: Recruit, hire, and train club staff.
- Oversee day-to-day staff operations, ensuring high standards of service, professionalism, and adherence to club policies.
- Performance Evaluation: Oversee staff performance evaluations, set goals, and implement training programs for improvement.

Marketing and Sales

- Coordinates with the sales and marketing team to promote the club's services and facilities to prospective owners/members and current members.

CANDIDATE QUALIFICATIONS

The successful candidate will be a proven businessperson with excellent financial and budgeting skills. The ideal candidate will possess a minimum of 7 years of General Manager/COO experience. The prospective GM must be professional and have outstanding member relations and communication skills.

He/She will be confident, creative, enthusiastic, energetic, engaging and a highly visible manager to the staff and membership. The club is seeking a person who understands trends in the private club/community industry and can help position the Club to take advantage of these trends successfully.

The candidate must have a proven record of strong operational management skills and an impeccable career path that ensures the highest standards of operation and attention to detail. The ideal candidate will have a solid knowledge of all areas of club operations.

The club is looking for a "visionary, take-charge type" person, who can work collaboratively with ownership, will embrace the strategic plan for management and growth of the club and development, and who yields results. The GM will exhibit creativity in providing programs for the membership to enjoy will take a sincere interest in member and guest satisfaction and will become an integral part of the life of the club.

The new GM will enjoy working with department managers and employees and will demonstrate outstanding leadership skills in team building, employee motivation and service training.

Long-range and Strategic planning skills are considered very valuable. The candidate should be active and well-respected in his or her local and national CMAA organization.

EDUCATIONAL AND CERTIFICATION QUALIFICATIONS

A college degree and the CCM designation are preferred.

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.

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 the Tributary search committee/Mr. Matt Menna, Director. Clearly articulate your alignment with this role, why you want to be considered for this position at this stage of your career, and why Tributary and the Driggs area will benefit you, your family, your career, and the Club if selected.

You must apply for this role as soon as possible but no later than January 6, 2025. Candidate selections will occur shortly thereafter, with the first Interviews expected on Thursday, January 30, 2025, and the second interviews a short time later. The new candidate should assume his/her role in late March.

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

“Last Name, First Name Resume”

“Last Name, First Name Cover Letter Tributary”

(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.

If you have any questions, please email Katy Eliades at katy@kkandw.com

[Click here](#) to upload your resume and cover letter.

Lead Search Executive:

Armen Suny

Search Executive

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