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GENERAL MANAGER (GM) PROFILE: THE HIDEOUT GOLF CLUB AND RESORT BROWNWOOD, TEXAS

THE GENERAL MANAGER OPPORTUNITY AT THE HIDEOUT GOLF CLUB AND RESORT

The General Manager (GM) role at The Hideout Golf Club and Resort is an opportunity to lead an amenity rich golf club and resort on stunning Lake Brownwood in Central Texas. The new GM will hold a high-profile leadership position requiring a person with developed organizational and leadership abilities. The Club is eager to find a strong, competent 'front facing' leader who will lead a well-regarded team of professionals that are committed to continue elevating The Hideout's already prominent position.

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

ABOUT THE HIDEOUT GOLF CLUB AND RESORT

Located on the shores of the beautiful 7,500-acre Lake Brownwood, The Hideout Golf Club & Resort is one of the Central Texas's favorite destinations for championship golf, lakefront resort getaways, and vacation-style living.

Resort members and guests enjoy a collection of amenities, including championship golf, resort pool, fire pit, playgrounds, tennis, water sports and nature trails. Members and guests can also enjoy volleyball, ping pong, pool, paddle boats and pond fishing. Overnight accommodations include 6 Lodge Rooms, 17 Cabins, 3 Ranch Houses and 10 Bungalow-style RVs available for rental. Also, the RV park offers 16 pull-through sites.

The resort also boasts a new fitness center furnished with state-of-the-art strength and cardio equipment in an inviting atmosphere overlooking the golf course and resort property. In addition, The Hideout offers a full complement of group exercise opportunities led by certified trainers. Classes include high intensity boot camps, water aerobics, dance party cardio, mixed martial arts, restorative yoga and more.

Food and beverage options include The Hideout Grill specializing in hearty Western-style breakfasts, smokehouse burgers and wood-fire grilled steaks is open 6 days a week for breakfast, lunch and dinner. The Hideout grows its own vegetables and herbs onsite to ensure farm-to-table freshness that cannot be beat.

Meals are served in the main lodge's Longhorn Dining Room and adjacent Copperhead Bar, both overlooking the golf course and Lake Brownwood from their scenic promontory in the heart of Central Texas.

The Hideout also offers an exciting collection of homesites in this 1,400-acre resort— overlooking the impressive golf course, sparkling Lake Brownwood and scenic naturally beautiful landscape. Ownership of a home or homesite can also include an optional golf club and resort membership.

THE HIDEOUT GOLF CLUB AND RESORT BY THE NUMBERS:

- 84 Golf Members, 10 Sundown Members, 1,787 Property Owner Members, 376 Resort Members
- \$2.5M Gross revenue
- \$200k Annual dues revenue
- 17,100 Rounds of Golf
- 4,891 Overnights
- \$700k F&B revenue
- 71 Employees
- 60 average age of members

THE HIDEOUT GOLF CLUB AND RESORT WEBSITE: www.thehideouttexas.com

GENERAL MANAGER POSITION OVERVIEW

The General Manager has full responsibility for all aspects of operations at The Hideout Golf and Resort, effectively managing all resources and reporting to the owner. The GM will lead the management team, directly supervising the Office and Administrative staff, Executive Chef, Food and Beverage staff, Golf Professional, Golf Course Superintendent and Housekeeping staff.

The GM will indirectly supervise all employees of the resort while promoting a positive, engaging and highly competent service culture in all operations.

The GM is expected to be an interactive “thought partner” with the head developer and residential land sales operation, working closely to make decisions and set strategic direction for the long-term well-being of the membership and property by focusing on outstanding customer/member service and leveraging the cross-selling potential between resort and land sales operation.

Leading the resort in a “CEO-like” manner is desired, recognizing that while bottom line performance is hugely important, the overriding expectation is to “set the standard for consistent, high quality member and guest experiences,” recognizing that such outcomes start with strong team development and engagement.

The successful new GM at The Hideout Golf Club and Resort will need to have especially strong skills in “mentoring” and “holding accountable” a senior staff and group of meaningfully engaged employees. The Club membership has a high regard for its staff, and the enhanced continuance of a fully engaged, energized, well-trained, committed team is critical for continued success.

The new GM must understand that this is a “service first” club and keep this foremost in mind when it comes to budgeting and the entire financial process. The goal is to provide stellar service while developing the various revenue verticals and position the resort to break-even as soon as possible.

Additionally, the new GM must be professional and highly respectful in his/her personal style, demeanor and presence, and someone who recognizes and is comfortable interacting with all demographics of members, staff and other constituents who contribute to the success of the resort.

Transparency, honesty, and direct feedback are highly valued. Attention to detail and having necessary and appropriate follow up skills are particularly important personal characteristics. A proven, thoughtful “listener” is desired, as well as someone who is highly approachable, appreciative of input and able to appropriately “filter” such input to implement the resort’s goals and objectives.

CANDIDATE QUALIFICATIONS

Key to the success of the new General Manager will be his/her ability to quickly understand and support the overall “culture” of The Hideout, its members, staff and the key “family atmosphere” of the core group of professionals within the resort and supporting constituencies that are involved in The Hideout success. The ability of the new General Manager to provide strong, integrity-filled leadership, and be highly visible, approachable and engaged with the membership and staff is hugely important; the approach being taken is very much like a ‘start-up’ company where strong focus is given to the overall experience for members and prospective members, and “energy and innovation” are critical elements to success.

Successful candidates must be able to handle the logistics of management, leadership and oversight of a large-scale operation with multiple amenities spanning miles within the community, and have a record of being engaged, visible and possessing an infectious, high energy style. The Hideout community is one of an “active resort lifestyle experience” and the General Manager should epitomize that persona.

The General Manager will lead and oversee strategic guidance in the following areas: operations, personnel management, member and guest satisfaction, and finance. In addition, the GM will create resort schedules and manage labor to budget.

Because of the organizational structure of The Hideout, successful candidates will need to be able to effectively function under a non-member owned structure and recognize its primary goals and objectives, while at the same time effectively engaging members and meeting their expectations. Having a highly collaborative style is critical, as is being able to provide “thought leadership” to the group in general.

Clearly, being able to run a large, multi-faceted business model with especially strong operational skills is important and must be verifiable for any successful candidate. Experience growing top line revenues through greater member engagement and usage is important, as is ensuring that the thoughtful efficiencies are incorporated into operations where appropriate. Additionally, experience instilling a strong service culture, mentoring and training programs, thoughtful goal setting functions in all areas, and making service and the overall “experience” for all constituencies a positive one is critical.

This is an outstanding opportunity for a respectful, capable, humble but energized leader who is simultaneously able to appropriately balance operational and strategic priorities. Genuine enjoyment of building member relationships and being in an active and social environment are key attributes for the next General Manager. Additionally, as has been noted, exposure and experience with ‘best practices’ of all kinds in the club/resort industry is important---amenities, branding, customer service, training, staff recruitment and retention, programming, etc. Large scale operational experience is critical, as is a proven record of positive accomplishment in current and past roles with a demonstrated understanding of financials and budgeting. The General Manager must be of highest integrity with an outgoing, genuine and personable personality. He/she must look forward to being in front of the membership on a regular basis as well as representing The Hideout in the community.

EDUCATIONAL AND CERTIFICATION QUALIFICATIONS

Preferably, candidates will have a college degree and appropriate accreditation from their professional development association or have been recognized with similar achievements by their current or past employers.

SALARY AND BENEFITS

Salary is commensurate with qualifications and experience. The Hideout offers an excellent benefits and bonus opportunity package.

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.

Preparing a thoughtful letter of interest and alignment with the above noted expectations and requirements is necessary. Your letter should be addressed to Mr. Cedric Probst, Owner of The Hideout Golf Club and Resort, and clearly articulate why you want to be considered for this position at this stage of your career and why The Hideout Golf Club and Resort and the Brownwood, TX area will be beneficial to both you and the resort if selected.

You must apply for this role as soon as possible but no later than Monday, September 21, 2020.

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

“Last Name, First Name - Resume” &

“Last Name, First Name - Cover Letter – HGCR”

(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 Holly Weiss: holly@kkandw.com

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