

KOPPLIN KUEBLER & WALLACE

THE MOST TRUSTED NAME IN EXECUTIVE SEARCH AND CONSULTING

REGIONAL VICE PRESIDENT - ARIZONA DAILY FEE OPERATIONS PROFILE: ARCIS GOLF ARIZONA

REGIONAL VICE PRESIDENT - ARIZONA DAILY FEE OPERATIONS AT ARCIS GOLF

This is an exceptional opportunity for someone with multi-facility operations experience in the daily fee public sector of the golf industry. This individual will lead and facilitate operations for a portfolio of 8 Arcis-owned daily fee properties in Arizona. A results-orientated, accountable, and driven bottom-line mentality that takes ownership and responsibility for the portfolio's financial performance is critical to this individual's success. A key to this role is a track record of proven success at leading multiple teams and empowering and developing staff and leaders.

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

ABOUT ARCIS GOLF

Arcis Golf is the premier operator of nearly 70 private, resort, and public golf clubs in the United States and an industry leader, providing dynamic direction and unrivaled amenities that complement diverse playing experiences. Their properties enhance the golf and country club lifestyle to a level of excellence designed to exceed the needs and expectations of family, friends, co-workers, and guests of all ages.

Known for innovative management, with a best-in-class leadership team that is reinventing the modern club experience, making it more relevant to the lifestyles of today's consumers. Arcis Golf is committed to enhancing service levels, amenities, and programming to broaden the appeal for members and guests at all its properties.

Arcis Golf has positioned itself as a dynamic leader in the industry by consistently providing unrivaled amenities and unique programming to complement diverse playing experiences for members and guests. Arcis Golf properties tailor each element of the golf and country club experience to a level of excellence targeted to exceed the needs and expectations of family, friends, co-workers, and guests of all ages.

The successful candidate will embody the company's Axioms of practicing humility, seeking help, implementing independent thinking, getting comfortable with being uncomfortable, developing a growth mindset, obsessing over initiatives and action steps, making course corrections quickly, and lastly – BE GRATEFUL.

The purpose of Arcis Golf is to create extraordinary experiences and forge emotional connections with its members and guests, one round at a time.

ARIZONA PUBLIC / DAILY FEE CLUBS:

- Continental Golf Club
- Kokopelli Golf Club
- McDowell Mountain Golf Club
- Ocotillo Golf Club
- Palm Valley Golf Club
- Raven Golf Club
- Stonecreek Golf Club
- Superstition Springs Golf Club

ARCIS GOLF – ARIZONA DAILY FEE CLUBS BY THE NUMBERS OVERVIEW

- Total Operating Revenue Approximately: \$56M
- F&B Revenue Approximately: \$10.8M
- Golf Operations Approximately: \$45.1M
- Annual Rounds of Golf: 462k

- Approximately: 485 Employees
- Payroll Approximately: \$12.9M
- Total Operating Expenses Approximately: \$9M

ARCIS GOLF WEBSITE: www.arcisgolf.com

REGIONAL VICE PRESIDENT - ARIZONA DAILY FEE OPERATIONS – POSITION OVERVIEW

The Regional VP of AZ Daily Fee Operations will be the leader who will be directly responsible for leading eight of the daily fee clubs across Arizona while working collaboratively with the SVP Operations, Department Heads, and C-level executives to drive strategy and effectuate change on a regional and portfolio basis. This individual will create extraordinary experiences through the creation of unrivaled programming, execution of a subscription model, and consistent execution of standards of excellence. Select, develop, and retain passionate servant leaders. Ensure financial targets are met and forecasts are accurate. Reports to: SVP of Operations

PRIMARY RESPONSIBILITIES OF THE NEW REGIONAL VICE PRESIDENT - ARIZONA DAILY FEE OPERATIONS

- Strategic planning and execution to create unrivaled programming, and enhance profitability, productivity, and efficiency throughout the company's operations.
- Collaborate with the management team to develop and implement plans for the operational infrastructure of systems, processes, and staff designed to accommodate the rapid growth objectives of our organization.
- Partner closely with the Corporate Commercial, Sales, and Marketing teams to create and execute programming, marketing plans, sales, and pricing strategies.
- Lead and direct all departments at the home course including golf operations, food and beverage, sales, merchandising, and agronomy. Ensure all departments are achieving goals and maintain strong working relationships.
- Maximize cross-club subscription model to drive outsized growth across the entire portfolio of daily fee clubs in the Arizona market,
- Ensure assigned clubs meet financial goals and follow appropriate accounting procedures such as expense tracker and monthly financial reviews. Monitor forecast and results and adjust as needed to achieve targets.
- Ensure staff is providing excellent guest service. Review guest and member surveys and feedback and determine an appropriate plan of action if appropriate.
- Ensures the golf course complies with all federal, state, and local laws.
- Allocate appropriate administration time for planning, budgeting, scheduling, training, and meeting with Club GMs to anticipate the needs of the Clubs.
- Monitor compliance with national programs such as Players Club, Core Beverage Program, Menu Program, Approved Product List, and Beverage Cart Program.
- Maintain a superior hospitality and service attitude motivated by making decisions based on what is best for the Company, and staff.
- Maintain high ethical and moral standards that are reflected in all their daily interactions with anyone.
- Strategic planning and execution to create unrivaled programming, and exceptional service standards, and enhance profitability and efficiency throughout the company's operations.
- Partner with the SVPO and other multi-site operators and collaborate with the management team to develop and implement plans for the operational infrastructure of systems, processes, and staff designed to accommodate the rapid growth objectives of our organization.
- Lead and direct all departments including golf operations, food and beverage, sales, merchandising, and agronomy. Ensures all departments are achieving goals and maintain strong working relationships.
- Create and execute short-term and long-term operational and financial plans for the company.
- Responsible for the selection, development, leadership, and retention of passionate servant leaders.
- Oversee / partner with matrixed sales organization to ensure the execution of efficient sales processes between multiple clubs.
- Partner with key stakeholders and matrixed sales organization to outline, track, and manage sales budget and forecast to ensure accurate forecasting.
- Retain top talent through employee engagement strategies, recognition programs, and team-building events.
- Build and maintain strong partnerships with operations and other key stakeholders to ensure seamless execution of sales strategy and processes.

CANDIDATE QUALIFICATIONS

- Minimum 7 years of multi-site leadership experience in the daily-fee golf, service, or hospitality industry preferred.
- Bachelor's degree from a four-year college or university preferred.
- Proactive approach to problem-solving with strong decision-making capability.
- Ability to achieve high-performance goals and meet deadlines in a fast-paced environment
- Ability to manage multiple projects and tasks simultaneously.
- Having consistently upward-tracking leadership experience in a contemporary business model club, resort, or similar hospitality operation known for high service standards.
- Experience in the for-profit space of the hospitality/club industry or a good understanding of the for-profit operating model, with an emphasis on driving revenue per square foot in daily fee public facilities.
- Excellent written and verbal communication skills.
- Proactive approach to problem-solving with strong decision-making capability.
- Effectively builds strong relationships within the Arcis framework, and with members and staff.
- Possessive of strong organizational skills and an obsession with details necessary to achieve high levels of quality, satisfaction, and outstanding member experiences.
- Ability to achieve high-performance goals and meet deadlines in a fast-paced environment.
- Ability to manage multiple projects and tasks simultaneously.
- Ability to illustrate a compelling point of view and move others to action
- A team builder. A person who embodies the persona of ultimate coach and motivator, bringing out the best in others by setting clear goals and expectations, providing consistent feedback and support, and treating others with respect and professionalism.
- Phoenix/Scottsdale-based position
- Ability to travel in-market approximately 50% of the time

EDUCATIONAL AND CERTIFICATION QUALIFICATIONS

- Bachelor's degree from a four-year college or university preferred.
- In lieu of the degree, substantial private club or hospitality experience will be considered.
- Industry certifications such as CCM, CCE, CMC, 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 club offers an excellent bonus and benefits package including association membership and the following Team Member Lifestyle Perks:

- Medical, mental health, dental, and vision insurance Life Insurance
- Accident & Critical Illness Insurance
- Pet Insurance
- Paid time off
- 401(k) plan and match
- Food & Beverage discounts throughout the portfolio
- Golf benefits
- Employee assistance program
- Career Growth
- Flexible Schedules
- Development Opportunities

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 Arcis Golf/Mr. Ron Massey, Chief Human Resources Officer and clearly articulate your alignment with this role why you want to be considered for this position at this stage of your career and why Arcis and the Arizona area will be beneficial to you, your family, your career, and the Club if selected.

It is suggested that you apply for this role as soon as possible as the position is currently open and it is desired to fill it as soon as possible. Candidate selections will occur in December of 2024 with first Interviews expected a short time later. The new candidate should assume his/her role sometime in early 2025.

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

“Last Name, First Name - Resume” &

“Last Name, First Name - Cover Letter - Arcis”

(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 Bethany Taylor: bethany@kkandw.com

Lead Search Executive:

Paul K. Levy, PGA, CMAA

Search & Consulting Executive

760-417-9048 (M) – Pinetop, AZ

paul@kkandw.com