

Overview

Nestled in the heart of the Quad Cities, Crow Valley Golf Club stands as a beacon of excellence in the world of private golf and hospitality. Since its founding in 1969, Crow Valley has not just maintained its reputation but has continuously raised the bar for what a premier golf club can offer. With a stunning 18-hole championship golf course, luxurious amenities, and a commitment to delivering unparalleled service, Crow Valley has become a sanctuary for its members, offering a respite from the ordinary.

Imagine being part of this legacy where every day presents an opportunity to shape the future of this esteemed institution. If you're an accomplished leader, a passionate advocate for impeccable service, and have a track record of success in the world of private clubs or high-end hospitality, then Crow Valley Golf Club is where your career can reach new heights.

Crow Valley is more than just a golf club; it's a place where history is made, and excellence is the norm. We were honored to be the home of the Iowa Golf Association Amateur Championship in 2022. In 2024, we'll proudly host the US OPEN Qualifying Round, a testament to the quality of our course and facilities. Crow Valley is the only golf course in the region to offer the nationally recognized program, Operation36 Golf, giving even the youngest members opportunities to grow their techniques and love of the sport. When cold weather hits, the membership have access to two indoor Trackman Simulators for year-round play on over 160 golf courses globally.

Club members are proud to say that Crow Valley has the best food in the Quad Cities area. The award-winning Chef presents a fine dining experience as well as casual dining and can also accommodate large parties.

Located in Davenport, Iowa, Crow Valley is an intrinsic part of the Quad Cities, a dynamic region straddling the Mississippi River where Iowa meets Illinois. Alongside other vibrant cities like Bettendorf, Moline, East Moline, and Rock Island, Davenport shines in this metropolitan hub that's just a stone's throw from major urban centers such as Chicago and Minneapolis. Here, the economy thrives on pillars of manufacturing, healthcare, education, and technology, with industry giants like John Deere leading the charge. Residents and visitors alike are captivated by the area's affordability, mesmerizing river views, and cultural treasures—ranging from the Figge Art Museum to lively music festivals. The great outdoors beckon with scenic riverfront attractions, while the commitment to top-tier education is evident through districts like Pleasant Valley and Bettendorf. As the Quad Cities ambitiously aim for global recognition by 2030, they're forging a path characterized by innovation, diverse culture, and the spirit of lifelong learning.

Crow Valley by the numbers

6 dining locations (Café, Crow's Nest, Veranda, 19N, Windows North, Poolside)
Olympic sized pool
3 Tennis and 3 pickleball courts
450+ Families call Crow Valley their country club
17,000 Rounds annually
Over 200 Events and Banquets per year
Planning stages of Clubhouse and Golf renovation
28 Full time, year-round employees
28 Part time, year-round employees
Up to 100 seasonal Part time employees
\$5,700,000 Total revenues
\$1,500,000 F&B Revenue

Position overview

Reports to: President / Board of Directors

Supervises: All club staff

As the General Manager at Crow Valley Golf Club, you will hold the pivotal role of Chief Operating Officer, responsible for translating the Club's vision into operational excellence. Reporting directly to the President and Board of Directors, you will be the driving force behind implementing policies and by-laws while fostering a culture of accessibility and leadership.

Your role as a visible and accessible leader will bridge the gap between members, staff, and various departments. You will serve as a mentor and liaison to all standing committees, including the Finance, Membership, Golf and Greens, House, and Governance Committees. Your accountability encompasses the comprehensive management of the Club, from crafting annual budgets to controlling day-to-day operations, ultimately enabling the Board to focus on strategic governance and long-term vision.

In this capacity, you will also oversee a team of dedicated professionals, including the Head Golf Professional, Golf Course Superintendent, Clubhouse Managers, Director of Membership, Communications and Marketing Coordinator, Controller, and Executive Chef. Your commitment to excellence will drive the Club's success and enrich the experience of our valued members.

ESSENTIAL JOB RESPONSIBILITIES

- **Leadership Excellence:** Oversee department heads, managers, and their staff, promoting a "member-first" service culture that maximizes member patronage and facility utilization. Lead by example, setting the standard for positive teamwork and cooperation while maintaining a safe work environment.
- **Elevated Member Experiences:** Champion the creation and execution of exceptional member experiences, encompassing both indoor and outdoor events, culinary excellence, and unparalleled service. Consistently seek innovative ways to enhance member satisfaction, ensuring that every encounter with the Club reinforces the decision to remain a valued member. Prioritize fostering an atmosphere that seamlessly combines tradition with modernity, driving member loyalty and promoting lasting memories.
- **Financial Stewardship:** Guide the Club's financial operations, including the formulation of annual operating and capital budgets in coordination with department heads, the finance committee, and the Controller. Operate within approved budgets and report the Club's financial condition monthly to the Board.
- **Data Management:** Maintain an up-to-date management information system, ensuring timely dissemination of vital information throughout the organization for informed decision-making.
- **Member Engagement:** Actively interact with members daily, seeking their feedback on Club facilities and services. Prioritize visibility and accessibility, promptly addressing member complaints and reporting significant issues to the President.
- **Strategic Planning:** Play a key role in short- and long-range strategic planning activities, ensuring continuity from year to year and Board to Board, aligning the Club's direction with its rich history and future opportunities. Lead our House and Golf Master plan/renovation
- **Facility Maintenance:** Oversee the care and maintenance of the Club's physical assets, implementing a preventative maintenance program.
- **Compliance:** Ensure the Club operates in full compliance with local, state, and federal laws.
- **Professional Development:** Continuously advance as a club management professional through ongoing education and development, fostering your management skills and capabilities.
- **Team Growth:** Cultivate the professional growth of department heads and staff, nurturing their skills and careers.
- **Effective Communication:** Keep the Board and committee chairs well-informed of significant operational matters, changes and potential issues, promoting transparency and informed decision-making. Additionally, represent the Club positively within the Quad Cities community and support member recruitment, orientation, and retention as needed. Fulfill other duties as requested by the President and Board of Directors to contribute to the Club's dynamic growth.

KNOWLEDGE SKILLS AND QUALIFICATIONS

The General Manager/COO will be the consummate professional, well versed in all facets of club administration. He or she will have the following skills and attributes:

- A minimum of five years as a General Manager, Assistant General Manager, or Clubhouse Manager in a comparable private club or other hospitality setting. Candidates will ideally have a working knowledge of all facets of private club operations with a strong emphasis on Elevated Member experiences, Food and Beverage, financial management, and strategic planning.

Attributes to include:

- **Cultural Alignment:** Possess an outgoing and friendly personality with a keen ability to identify with and embrace the Club's unique culture.
- **Inspirational & Effective Leadership:** Demonstrate exceptional leadership skills, inspiring and motivating our staff with a commitment to quality and excellence. Boast a reputation as a visible leader characterized by maturity, a positive image, impeccable ethics, and personal character.
- **Energetic Self-Starter:** Display high energy levels and a proactive, "hands-on" approach to management, driving initiatives with enthusiasm.
- **Effective Communication:** Exhibit excellent communication skills at all levels, fostering open and transparent interactions throughout the organization.
- **Detail-Oriented:** Pay meticulous attention to detail while maintaining a sense of urgency, ensuring nothing falls through the cracks.
- **Service Excellence:** Demonstrated proficiency in designing exceptional indoor and outdoor experiences, coupled with a deep understanding of culinary standards and unwavering commitment to superior service.
- **Renovation Project Leadership:** Proven experience in spearheading significant renovation projects, encompassing both golf course enhancements and clubhouse refurbishments. Adept at overseeing all phases of renovation, from conceptualization and planning to execution and completion, ensuring projects align with the club's vision and members' expectations while adhering to budget and timeline constraints.
- **Committee Collaboration:** Thrive in a committee-oriented environment, welcoming input and ideas from the Club's standing committees and adeptly handling diverse personalities.
- **Strategic Vision:** Possess the ability to see the big picture while maintaining a critical eye for detail, effectively balancing long-term vision with day-to-day operations.
- **Proven Career Progression:** Showcase a career path marked by logical progression in title and responsibility, highlighting stability of tenure and significant accomplishments.
- **Talent Management:** Demonstrate expertise in attracting, training, mentoring, and retaining a talented and cohesive staff, effectively managing a diverse team of accomplished and dedicated professionals with long-standing Club service.
- **Educational Background:** Hold a degree in Hospitality, Business Management, or a related field

- Golf Passion: Exhibit a genuine appreciation for the game of golf, supported by significant experience in providing an outstanding golf program.

COMPENSATION AND BENEFITS

- Base Salary: **\$180,000**. Facility is willing to negotiate base salary commensurate with experience
- Performance and bonus factors can increase compensation to **\$200,000+**
- Family health insurance in accordance with Club policy.
- Participation in the Club's 401K plan.
- A full CMAA package to include dues and education expenses; to be determined in each year's operating budget.
- Standard benefits.
- Relocation assistance.

APPLICATION INSTRUCTIONS

- Resume deadline is December 15, 2023, at 5:00 PM Central Time
- Combine your cover letter, resume, references, and any supporting documents into one (1) PDF document with the following file naming convention: Last Name, First Name, CV General Manager
- Please address all correspondence to - Mr. Alex Fernandez – Hiring Committee Leader
- alitofernandezvaldez@gmail.com