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DIRECTOR OF PEOPLE & CULTURE PROFILE: SHARON HEIGHTS GOLF & COUNTRY CLUB MENLO PARK, CA

DIRECTOR OF PEOPLE & CULTURE AT SHARON HEIGHTS GOLF & COUNTRY CLUB

Sharon Heights Golf & Country Club is seeking an accomplished and approachable Director of People & Culture to lead the people operation at their progressive and forward-thinking country club. This role will set and execute the club's human resources strategy including talent acquisition, succession planning, organizational development, employee and labor relations, compensation, benefits, payroll, learning, and employee engagement.

Working under an innovative and driven GM/COO who is looking to further elevate the overall member and staff experience at SHGCC, the Director of People & Culture will be a senior executive and key business partner, charged with creating, enhancing, and executing all talent programs, and will be an integral part of this innovative, high performing team.

This is an excellent opportunity for a seasoned HR professional who has the proven ability to think strategically but also loves the day-to-day HR responsibilities and personal employee interactions. This key role goes beyond the traditional HR role of simply administering to the operation; we are looking for a relationship-builder who is a driven, innovative, hospitality-infused leader.

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

ABOUT SHARON HEIGHTS GOLF & COUNTRY CLUB

Nestled amongst majestic redwoods and venerable oaks in the Bay Area, Sharon Heights Golf & Country Club offers an unparalleled five-star experience for its members and guests. Established in 1962, the Club has become a cornerstone of the Menlo Park community, known for its casually elegant atmosphere where golf, dining, and recreation blend seamlessly.

Sharon Heights is renowned for its commitment to excellence and has solidified its status as a leading private club in the Bay Area and beyond. A variety of projects over the years have focused on giving back and sustainability including an onsite Recycled Water Plant for the golf course, their "Going Green" initiative, and a 501c3 Foundation to assist team members and their families with education costs.

For its members, Sharon Heights boasts an array of amenities designed to promote a fun and healthy lifestyle. The centerpiece is its 18-hole championship golf course, complemented by a driving range, short game area, and advanced learning tools such as Trackman and V1 video analyses. The Club also offers extensive tennis facilities, including four outdoor tennis courts and two hybrid tennis/pickleball courts. The fitness center at Sharon Heights is a hub for health and wellness, offering a range of group fitness classes, personal training, and small group sessions.

Dining at Sharon Heights is a delight, with two full-service restaurants offering diverse menus crafted from the highest quality ingredients. Members can enjoy distinguished wine selections and specialty food and beverage packages, making every meal an experience to savor.

SHARON HEIGHTS GOLF & COUNTRY CLUB BY THE NUMBERS

- 546 members in all categories
- Approximately \$21M Annual gross volume
- Approximately \$12.1M gross payroll
- Full-time employees: approximately 130
- Seasonal employees: approximately 20
- PEO Resource: Yes – Trinet
- Club POS/accounting system: Jonas
- HR/Payroll System: Trinet (Provided through PEO)
- HR Committee: No
- H2B labor used: No
- Collective Bargaining Agreements: None

SHARON HEIGHTS GOLF & COUNTRY CLUB WEBSITE: www.sharonheightsgcc.com

DIRECTOR OF PEOPLE & CULTURE – POSITION OVERVIEW

The Director of People & Culture at Sharon Heights Golf & Country Club reports directly to the GM/COO and is charged with leading the team that serves its most important assets: its employees. In this role, the Director of People & Culture will work hand in hand with the operations team to create and connect the Club’s people strategy to the overall Club business strategy to achieve results.

The Director of People & Culture has one direct report as well as oversight of payroll responsibilities. This role will office out of SHGCC and will work an in-person work schedule, with occasional nights, weekends, and holidays as needed to support the employee needs.

INITIAL PRIORITIES OF THE NEW DIRECTOR OF PEOPLE AND CULTURE

As an integral part of SHGCC’S management team, the following priorities have been identified as recommended primary focus:

- **CONNECT** – Build relationships, listen, observe, meet, and learn about the various departments and staff. Get to know what makes SHGCC a special place to work.
- **HR BASICS** – Assume responsibility for the HR basics: employee recruitment, onboarding, offboarding, benefits administration, etc. Ensure the essentials are completed.
- **ASSESS & EXECUTE** – Evaluate current human resources processes and create a strategy and action plan for enhanced people operations moving forward. This will include a focus on:
 - **SYSTEMS:** Assessment of current systems – a recent HR Audit has been completed and will serve as a guide to creating a system strategy to structure and enhance all human resources processes, policies, and procedures. Potential opportunity to bring PEO responsibilities in-house if appropriate.
 - **BUDGET:** Assessment of current labor budget – analysis of current compensation and benefit programs, creating a strategy to enhance current offerings and work with leaders to accurately forecast need staffing levels
 - **CULTURE:** Work with leaders to engrain desired cultural behaviors associated with the mission, vision, purpose, and critical outcomes into all aspects of the operation.
 - **DEVELOPMENT:** Create a management training and development strategy, enhancing leadership approach to drive retention.
 - Any other Club strategic initiatives as determined by the COO.

Behavioral Expectations

- This role involves making connections with people, motivating, and inspiring them to achieve results. This is not a desk job. The DPC will proactively be visible throughout the operation.
- This position requires a Change Agent: proactive initiative and self-direction, being comfortable influencing change as well as pushing back as appropriate.

- The successful candidate will be approachable to both staff and leadership and strike the delicate balance of being hands-on in the HR operation while driving the talent strategy for the Club.

Human Resources Strategy, Administration and Compliance

- Drives the development and implementation of HR policies and procedures, including handbook, orientation, job descriptions, roles, responsibilities, etc. Ensuring compliance with all federal, state, and local employment laws and regulations.
- Consult with legal counsel as appropriate and/or as directed by the Leadership Team on Employee concerns about EEOC, harassment, and lawsuits.
- Annually reviews and makes recommendations to the Leadership Team to improve the Club's policies, procedures, salary/compensation program, and practices on employment matters.

Employee Recruitment, Selection, and Onboarding

- Strategizes with department heads to create a recruitment and retention strategy, building a strong applicant pipeline in all areas of the Club.
- Creates a strong interviewing process and protocols; trains managers in effective interviewing techniques, ensuring HR serves as the culture gatekeeper for the Club.
- Works with managers to ensure job descriptions are accurate, up-to-date, and clearly communicated to employees.
- Tracks recruitment metrics such as turnover, time-to-fill stats, and exit interview data and provides recruitment insights to the management team.
- Oversees the development and implementation of the employee orientation program and works with managers to ensure effective training programs are used at the department level.

Engagement, Training, and Performance Management

- Maintains a welcoming presence and open-door policy in the HR department.
- Encourages employees to provide feedback and share concerns, acting on feedback in a timely manner.
- Develops the Club's progressive discipline program with the Leadership Team and drives Employee performance appraisal efforts. Coaches managers on job-related discipline, concerns, and discharges, providing appropriate training for managers on coaching, counseling, and progressive discipline.
- Drives employee engagement and appreciation efforts by creating and coordinating employee events and recognition programs.
- Develops and facilitates team education as needed based on operational needs.

Employee Benefits, Compensation, and Payroll

- Partners with insurance brokers to ensure appropriate employee care and effective cost management.
- Develops compensation strategy, completes an annual review of Employee wages, reviews wage increases and changes to pay structures to ensure wages conform to budget requirements and competitive market shifts throughout the year.
- Oversees the administration of bi-weekly payroll by the HR Generalist to ensure timely and accurate processing.

CANDIDATE QUALIFICATIONS

- Exceptional understanding of all functions of Human Resources and a robust knowledge of applicable federal/local/state laws and HR best practices. Current California labor law knowledge is required.
- A history of progressive Human Resources management experience within a hospitality or service-oriented culture, preferably within hotels, associations, clubs, restaurants, or retail industries.
- Ability to work with a high level of confidentiality and professionalism, demonstrating sound judgment.
- Must be technologically savvy, highly computer literate, and comfortable with other digital platforms.
- A proven track record of building a talent strategy and human resources function.
- Ability to maintain calm and reason, be a good listener, and deal well with interruptions.

- Bi-lingual in Spanish preferred

EDUCATIONAL AND CERTIFICATION QUALIFICATIONS

- Bachelor's degree in HR or business-related field preferred. Substantial HR experience will be considered in lieu of the degree.
- Formal education/certification in HR Management
- SHRM-CP or SPHR/SHRM-SCP 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, benefits, and perks package, including SHRM membership and continuing education. Salary Range: \$165,000 - \$195,000

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 **Aaron Grant CCM, GM/COO**. Clearly articulate your alignment with this role, why you want to be considered for this position at this stage of your career, and why SHGCC and the Menlo Park, CA 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 Friday, October 18, 2024. Candidate selections will occur in late October, with the first Interviews expected on November 4, 2024, and the second interviews a short time later. The successful candidate should assume his/her role in late November.

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

"Last Name, First Name - Resume" &

"Last Name, First Name - Cover Letter – Sharon Heights"

(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 Alice Stevens: alice@kkandw.com

Lead Search Executive:

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