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## **VICE PRESIDENT OF OPERATIONS PROFILE: CHILENO BAY GOLF & BEACH CLUB CABO SAN LUCAS, MX**

### **VICE PRESIDENT OF OPERATIONS AT CHILENO BAY GOLF & BEACH CLUB**

Chileno Bay Golf & Beach Club (CBGBC) is seeking a dynamic and engaging Vice President of Operations to lead this exceptional property. Renowned for its fast-paced, high-energy environment, CBGBC provides a fun and immersive atmosphere that reflects the Discovery Land Company's signature experience for both members and employees. The ideal candidate is someone who naturally makes others feel valued and appreciated, and who thrives in a setting where high engagement and exceptional service are paramount. This role is responsible for overseeing all aspects of club operations and property management, with potential responsibilities extending to the management of the Homeowners Association. The Vice President of Operations will play a key role in ensuring that members and property owners consistently enjoy experiences that exceed expectations. As the visible and involved "face of the Club," this leader will represent CBGBC at major events, ensure smooth coordination across all departments, and maintain strong relationships with members, staff, and stakeholders. The existing team is experienced and well-versed in the Discovery Land service model and sustaining a high level of member satisfaction within a fun, casual, and culturally diverse community remains a central focus.

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

### **ABOUT CHILENO BAY GOLF & BEACH CLUB**

Chileno Bay Golf & Beach Club is an exclusive, members-only residential community nestled along the stunning coastline of Los Cabos, Mexico. Spanning 1,200 acres of natural desert terrain and two miles of pristine shoreline, the Club offers a harmonious blend of luxury living and outdoor adventure.

The oceanfront Beach Club serves as a central hub for relaxation and recreation, featuring three resort-style swimming pools, a lap pool, and direct access to protected swimming beaches. Members can indulge in spa services, maintain their fitness routines at the state-of-the-art fitness center, and savor culinary delights at various onsite dining venues offering both casual and fine dining options.

Chileno Bay offers a diverse array of outdoor activities. At the heart of the community lies a private, Tom Fazio-designed 18-hole championship golf course, renowned for its challenging play and breathtaking views of the Sea of Cortez and the Sierra de la Laguna Mountains. Members can engage in tennis or pickleball matches, explore hiking and mountain biking trails suitable for all levels, and partake in water sports such as stand-up paddleboarding, kayaking, and sailing. Seasonal activities like whale watching and swimming with whale sharks provide unique opportunities to connect with the region's rich marine life.

The community is thoughtfully designed to cater to families, with amenities like The Park, which includes a baseball diamond, basketball courts, batting cages, and a comfort station. The Pescaditos Kids' Club offers engaging daily activities for children and young adults, ensuring entertainment for all ages. Residential options range from contemporary beachfront villas to hillside retreats, each offering modern architecture and seamless integration with the natural surroundings.

Discovery Land Company is a U.S.-based real estate developer and operator of private residential club communities and resorts with a world-renowned portfolio of domestic and international properties. The mission of Discovery Land Company is to create one-of-a-kind environments that provide individuals and families the

freedom, security, and resources to learn, grow, and play in some of the most beautiful places in the world.

[www.discoverylandco.com](http://www.discoverylandco.com)

### **CHILENO BAY GOLF & BEACH CLUB BY THE NUMBERS**

- Total Membership Cap: 599
- Current Active Memberships: 481
- Initiation Fee (full membership): \$300,000
- Annual Membership Dues (per member): \$75,000
- Approximate Annual Revenue from Club Dues (without IVA): \$24M
- Approximate Annual Revenue from Incidentals: \$15M
- Approximate Annual F&B Volume: \$6M
- Approximate Gross Payroll: \$21M
- Number of Employees: 356 (FTE), 76 (Seasonal)
- Approximate Annual Golf Rounds: 46,000
- Approximate Annual Dining Covers: 96,000
- Number of Board Members: 11
- Average Age of Members: 55
- Club POS System and Accounting System: Jonas Club Management

**CHILENO BAY GOLF & BEACH CLUB WEBSITE:** [www.chilenobayclub.com](http://www.chilenobayclub.com)

### **VICE PRESIDENT OF OPERATIONS – POSITION OVERVIEW**

The Vice President of Operations (VPO) ensures that the property owner/members' experiences exceed their expectations. He or she manages all aspects of operations for Club, Residential Services (RS), and Homeowners Association (HOA), including its activities and the relationships between its members, guests, employees, community, and vendors.

The VPO is expected to be the leader and shall provide the highest level of service to members and guests. He or she is responsible for the success of the overall operational goals and is expected to devote their full-time attention to operations, planning, and staff performance, and will work hand in hand with the Sales & Marketing team to assist them in achieving their goals. The VPO has the responsibility of leading their team in providing exceptional service to members and prospective members during these formative years before all the amenities are completed.

The VPO has full responsibility for day-to-day operations, develops and executes operating policies, standards, and procedures; directs the work of operation department managers and employees, and ensures that premium, proactive, personal, gracious, and professional services are provided to members and their guests.

### **INITIAL PRIORITIES OF THE NEW VICE PRESIDENT OF OPERATIONS**

- Provides critical input and planning for the design and development of the all-new club facilities.
- Establishing service standards and operational procedures for the Club, PM, and HOA.
- Recruiting and hiring of all essential management and staffing.
- Establishes personnel policy; initiates and monitors policies relating to personnel actions and training, and professional development programs.
- Creation of pre-opening budget and operating budgets, including capital expenditures.
- Ensures that premium standards of food, beverage, sports and recreation, entertainment, and other club services are delivered consistently.
- Welcomes new owners/club members; leads orientation programs along with "meets and greets" all club members and member prospects as practical during their visits to the Club.
- Oversee the asset management of owners' homes through the Property Management program, including all preventative maintenance programs, administration, and concierge services.

- Administrates the Homeowners Association and all respective programs with budgeting, oversight, reporting, and annual meetings.
- Consistently ensures that all aspects of the Club, PM, and HOA are operated in accordance with all applicable local, state, and federal laws, ordinances, and approval requirements.
- Manages all owner and club member issues as they relate to operations.
- Coordinates with the sales and marketing team to promote the Club's services and facilities to prospective owner/members and current members.
- Provides an overwhelming experience for members with creative programming of events and activities that are continually refreshed.
- Promotes a positive and healthy work environment for the staff that creates long-lasting relationships.
- Is an active leader and participant in the Los Cabos community that represents Chileno, Discovery Land Company, and our Investment Partners at the highest level.

## CANDIDATE QUALIFICATIONS

- Minimum 5-7 years of leadership in an established high-end luxury environment.
- Proven experience in luxury hospitality operations management.
- Exceptional leadership skills with the ability to mentor, motivate, and inspire teams.
- Excellent communication and interpersonal abilities.
- Entrepreneurial mentality with the ability to drive results; adaptable, problem solver, and strategic thinker.
- Marketing experience is valuable for this position.
- Strong in performance management and team development.

## EDUCATIONAL AND CERTIFICATION QUALIFICATIONS

- A bachelor's degree is preferred, with a focus on Hospitality Management.
- Substantial private club or hospitality experience will be considered in lieu of the degree.
- Industry certifications such as CCM, CCE, CMC, or PGA are encouraged but not required.

## 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 the order listed using the link below. When prompted for them during the online application process, you should have your documents fully prepared to attach. Please be sure your image is not on your resume or cover letter; it should be used on your LinkedIn Profile.

Prepare a thoughtful cover letter addressed to **Chileno Bay Golf and Beach Club - Director of Human Resources/ Ms. Gabriela Inigo**. Clearly articulate your alignment with this role, why you want to be considered for this position at this stage of your career, and why Chileno Bay Golf & Beach Club and the Cabo San Lucas, Mexico 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, July 11, 2025. Candidate selections and first interviews will occur at the end of July, and the second interviews a short time later. The successful candidate should assume his/her role in September 2025.**

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

“Last Name, First Name - Resume” &

“Last Name, First Name - Cover Letter – Chileno Bay Golf and Beach Club”

(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](mailto:alice@kkandw.com)

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