

CLUB RESOURCES

Director of Operations

Connestee Falls Property Owners Association – Brevard, North Carolina

<https://connesteefalls.com/home>

Position Overview

Connestee Falls Property Owner's Association seeks an accomplished, forward-thinking hospitality leader to join our executive team as Director of Operations. This is a unique and exciting opportunity for a professional who has demonstrated success in either a gated community or a property owners' association. The right candidate will step into a leadership role with the explicit intention of advancing to the General Manager/COO position upon the current GM's planned retirement in March 2026 or earlier.

Whether you're currently a Director of Operations or a General Manager/COO seeking a better lifestyle fit, this position offers the ideal setting to grow your career in a vibrant, amenity-rich community in the Blue Ridge Mountains of Western North Carolina.

About Connestee Falls

Set within 3,900 acres of protected mountain forest in Brevard, NC, Connestee Falls POA blends natural splendor with first-class amenities. This resident-owned, casual, yet active community offers a unique lifestyle akin to living in a private state park. With four stocked lakes, waterfalls, 20+ miles of private hiking trails, and an impressive portfolio of amenities, the community continues to evolve with forward-looking planning and a strong focus on member satisfaction.

Key Details & Statistics:

- ~2,400 members
- \$12M annual revenues
- \$6.5M annual assessment revenue
- \$1.3M food & beverage revenue
- 27,000+ annual rounds of golf
- 85 full-time and 35 part-time/seasonal employees
- Eight standing committees supporting governance and operations

Lifestyle & Amenities

We focus on providing robust amenities, activities, and common spaces that appeal to a broad cross-section of current and future members with mindfulness towards a healthy, active, and inclusive lifestyle. Connestee Falls has all the recreational amenities you would expect in a private gated community and then some, including:

- George Cobb Designed Championship Golf Course with a Full-Service Pro Shop
- Full-Service Overlook Clubhouse with 26,000sf including Dining Facilities, Blue Ridge Lounge, Grill, Library, & Community Room
- 12,000 Square Foot Activity & Wellness Center with full-time Wellness Director
- Over 20 Miles of Hiking Trails
- Tennis Courts
- Pickleball Courts
- Bocce Ball Courts
- Swimming Pool with Lap Lanes
- Dog Park
- Community Organic Gardens
- Four Private Lakes and a Variety of Well-Maintained Parks

The social calendar is vibrant year-round, with events ranging from performances and themed dinners to community celebrations.

The Role: Director of Operations

Reporting directly to the General Manager, the Director of Operations plays a critical leadership role across all operational departments. This individual will work with the retiring GM and department heads to oversee day-to-day operations, maintain service excellence, and support strategic initiatives while preparing to step into the General Manager role. The following departments report to this position:

Departments Reporting to the Director of Operations:

- Golf Operations & Course Maintenance
- Food & Beverage
- Events & Catering
- Wellness & Fitness
- Clubhouse Maintenance
- Community Maintenance
- Architectural Review
- Administration & IT

The AGM serves as the acting General Manager in the GM's absence and is expected to be highly visible and engaged across the community.

Key Responsibilities

- Oversee all POA amenities and management interface with over 60 member clubs.
 - Collaborate with department heads to implement strategic and operational goals.
 - Monitor budgets, control costs, and ensure consistent service delivery
 - Drive employee engagement, professional development, and performance reviews
 - Represent the club in member interactions, solving issues, and elevating experiences
 - Lead special projects and continuous improvement efforts
 - Support and uphold the club's values and member-centric culture
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Candidate Profile

Education & Credentials

- Bachelor's degree in hospitality, management, or related field preferred
- CMAA membership preferred
- Food Manager Certification and TIPS required
- CAM License strongly preferred (required for future GM role)

Experience

- 5+ years of senior-level management experience in a private club, resort, or HOA/POA community
- Experience in bundled or amenity-rich residential communities is a plus

Skills & Competencies

- Strong operational and financial acumen
 - Highly effective communicator and collaborative leader
 - Proficiency in Microsoft Office Suite; familiarity with NorthStar software preferred
 - Strong commitment to member service and continuous quality improvement
 - Ethical, respectful, and community-minded
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Compensation & Benefits

Connestee Falls offers a competitive compensation package, including:

- Base salary \$180k-\$220k and Performance Bonus with adjustment upon assuming GM role
 - Comprehensive health benefits
 - Retirement and other standard perks
 - Professional development support
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Ready to Lead the Future at Connestee Falls?

This is a career-defining opportunity for a rising club leader to step into an executive role with a clear path to top leadership. If you're a dynamic, service-driven professional ready to thrive in a unique and welcoming mountain community in the mountains of Western North Carolina, we invite you to apply.

To apply, please send your resume to:

Jim Muldowney, Partner

Club Resources

resume@clubresources.com

Position Brochure: <https://go.clubresources.com/ConnesteeFalls2025>