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GENERAL MANAGER PROFILE: COSTATERRA GOLF & OCEAN CLUB FOUNTAINHAS, PORTUGAL

GENERAL MANAGER OPPORTUNITY AT COSTATERRA GOLF & OCEAN CLUB

Reporting to the Vice President of Operations, the General Manager will lead the overall operations and member experience at CostaTerra Golf & Ocean Club, ensuring that every element of service reflects Discovery Land Company's signature standard of excellence. This is a hands-on leadership role that demands an inspiring, visible presence across all areas of the club, from golf and wellness to dining, outdoor pursuits, and residential services. The GM will serve as a true culture curator, shaping an environment defined by warmth, professionalism, and authenticity, while building strong relationships with members, residents, and team members alike. With accountability for financial performance, team leadership, and the delivery of world-class experiences, the General Manager will play a key role in defining the atmosphere and identity of Discovery's first European community.

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

ABOUT COSTATERRA GOLF & OCEAN CLUB & DISCOVERY LAND COMPANY

CostaTerra Golf & Ocean Club is Discovery Land Company's first private community in Europe, located along Portugal's pristine Alentejo coast just over an hour from Lisbon. Covering 700 acres of dunes, pine forests, and nearly a mile of Atlantic beachfront, it blends natural beauty with world-class amenities. Its centerpiece is a Tom Fazio-designed championship golf course, complemented by a Beach Club with pools, dining, and a bar, a luxury spa and wellness center, and a state-of-the-art fitness facility. Families can enjoy a sports complex with tennis, paddle, and multi-sport courts, along with equestrian facilities, trails, and surf access. The community will feature 320 residences, including custom homes, villas, and dune cottages, each designed to blend seamlessly with the landscape while providing privacy and comfort. Sustainability and preservation influence the design, creating a one-of-a-kind, members-only retreat where recreation, relaxation, and family bonds flourish along Europe's Blue Coast.

Discovery Land Company is a privately held, full-service real estate development firm headquartered in Scottsdale, Arizona. It specializes in luxury residential private club communities and resorts across the U.S., Mexico, the Bahamas, and other international locations. Each of Discovery's projects has a unique theme and architectural style inspired by the natural environment and local traditions. The private clubs offer world-class resort amenities, exceptional service, and club programs that work together to foster a desirable lifestyle and a family-focused culture. Founded in 1994 by Michael S. Meldman, the company has grown to become a leader in the high-end resort residential sector.

Discovery Land Mission

Discovery creates one-of-a-kind environments that provide individuals and families with the freedom, security, and resources to learn, grow, and play in some of the world's most beautiful places. Through these environments, we foster relationships, share unforgettable and life-changing experiences, embrace well-being, and inspire pure expressions of love, joy, compassion, and gratitude in all forms.

COSTATERRA GOLF & OCEAN CLUB WEBSITE: www.costaterraclub.com

GENERAL MANAGER – POSITION OVERVIEW

The General Manager (GM) reports directly to the Vice President OR Regional Vice President of Operations.

The General Manager is instrumental in curating the Discovery Land Company experience for both members and dedicated staff. The role leads service excellence, consistently surpassing owner and member expectations in every interaction.

The GM oversees the holistic management of activities while fostering strong relationships among members, guests, employees, the local community, and vendor partners.

The GM also plays a pivotal role in maintaining the brand and infusing the community with its signature “vibe.” This position ensures seamless coordination and exceptional service across all areas, with performance evaluated through key performance indicators (KPIs). Acting as the visible “face of the club,” and is expected to be present at all key events.

KEY RESPONSIBILITIES

Club Relations

- Drive the company’s mission, vision, and values in daily operations and interactions.
- Maintain and uphold brand DNA in all services provided.
- Oversee seamless daily operations of the club, encompassing facets such as, but not only, Member Services, Wellness, Golf Operations, Outdoor Pursuits, Residential, Food & Beverage, Farm, Events, and Member Experiences.
- Provides critical input and planning for the design and development of the club facilities.
- Formulate and execute operational guidelines and protocols aimed at sustaining exceptional levels of service quality.

Member Relations

- Focus on ensuring a high level of member satisfaction by addressing member concerns, providing exceptional service, and maintaining open communication channels.
- Focus on enhancing the member experience by providing exceptional service and addressing member inquiries and concerns promptly.
- Develop and implement programs and events that cater to the interests and needs of the members.
- Act as a liaison between the club's management and its members, fostering strong member relationships.
- Assist and accommodate all homeowners regarding any preparations and/or concerns.
- Frequent the Food and Beverage venues to assure member satisfaction.

Financial Management

- Assist the VP of Operations in managing the business of the club, including working closely in areas of financial oversight of the income statement, balance sheet, cash flow, capital budget, project management, and strategic planning.
- Work with VP of Ops, Accounting and Executive Team to develop and manage the club's budget, ensuring responsible allocation of funds for various club activities, maintenance, and staff salaries.
- Provide regular financial reports, detailing revenue, expenses, and financial performance.

Leadership and Management

- Provide inspiring leadership and direction to the club’s team, cultivating a culture of excellence, collaboration, and accountability.
- Oversee and support department heads and staff across all operational areas, ensuring effective recruitment, onboarding, training, performance management, and professional development.
- Implement and monitor management strategies that align with the club’s strategic goals, operational priorities, and service standards.
- Lead a structured communication rhythm, including a daily 15-minute morning stand-up, a daily leadership recap email highlighting key updates, weekly one-on-one meetings with direct reports, and co-hosting the weekly leadership meeting.

Staff Management

- Hiring and Training: Recruit, hire, and train club staff.
- Oversee day-to-day staff operations, ensuring high standards of service, professionalism, and adherence to club policies.

- Performance Evaluation: Conduct staff performance evaluations, set goals, and implement training programs for improvement.

Marketing and Sales

- Coordinates with the sales and marketing team to promote the club's services and facilities to prospective owners/members and current members.

CANDIDATE QUALIFICATIONS AND SKILLS

- Minimum 10+ years of leadership in an established high-end luxury environment
- Proven experience in luxury hospitality operations management
- A strong background in golf operations
- Exceptional leadership skills with the ability to motivate and inspire teams.
- Excellent communication and interpersonal abilities
- Entrepreneurial mentality with the ability to drive results; adaptable, problem solver, and strategic thinker.
- Strong in performance management and team development

EDUCATIONAL 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

Highly attractive salary and benefits.

INSTRUCTIONS ON HOW TO APPLY

Please upload your CV using the link below. You should have your CV fully prepared to be attached when prompted for it during the online application process. Please be sure your image and logos are not present on your CV; they should be used on your LinkedIn Profile.

You must apply for this role as soon as possible but no later than Wednesday 10th December 2025. Candidate selections will occur mid-December 2025, with the first Interviews expected a short while after.

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

"Last Name, First Name - CV"

(This document 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 CV.

If you have any questions, please email Patty Sprankle: patty@kkandw.com or Michael Herd: michael.herd@kkandw.com

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