

JOB POSTING

Position Title: General Manager (Pre-Opening)

Date of Notice: January 28, 2026

Job Location: Pasco, WA

Start Date: April 2026

Projected Course Opening: Summer 2027

Application Deadline: February 20, 2026

Property Description:

A new chapter in Pacific Northwest destination golf is underway just outside Pasco, Washington. Perched atop dramatic bluffs, this in-development, David McLay Kidd project is positioned to become one of the most compelling new golf experiences in the United States.

Set within the sweeping landscapes of the Columbia River Basin, the property features sandy soils, rolling contours, firm-playing ground, and expansive long views. The Snake River's presence provides a dramatic and powerful natural backdrop that will define the course's visual and strategic identity.

Position Summary:

The General Manager (GM) serves as the senior on-site leader responsible for managing and directing the overall operational and fiscal performance of the golf course and resort during the development, grow-in, and pre-opening phases. The GM operates in compliance and accordance with Company policies and procedures while establishing the foundation for long-term success.

This role is charged with developing and implementing fiscal, operational, and business development plans and strategies; establishing and administering operational standards and quality performance guidelines for all operating functions and staff; and leading the organization from development through opening and stabilization. The General Manager will build and lead the founding team, oversee pre-opening readiness, coordinate membership sales, and serve as the primary ambassador and public face of the property throughout the grow-in period and beyond.

Essential Duties and Responsibilities:

Pre-Opening & Development Leadership

- Lead all pre-opening activities in coordination with ownership, development partners, architects, agronomy consultants, contractors, and KemperSports support teams.
- Establish operating standards, policies, procedures, and service culture prior to opening.
- Partner closely with the Golf Course Superintendent to monitor grow-in progress, readiness timelines, and agronomic milestones.
- Develop and manage pre-opening budgets, forecasting, and operating plans.
- Ensure compliance with local, state, and regulatory requirements prior to opening.

Team Building & Culture

- Recruit, hire, and onboard all key department leaders (Golf Operations, Agronomy leadership in partnership with Superintendent, Food & Beverage, Maintenance, Membership/Guest Services, Administration).
- Build a service-driven, values-based culture aligned with ownership vision.
- Create training programs and onboarding processes to prepare the team for opening day excellence.
- Serve as coach and mentor to department leaders, setting clear performance expectations.

Membership Sales & Brand Representation

- Lead the sale of a select group of founding memberships, working directly with prospective members and facilitating the communication, administration, and welcoming of this critical group.
- Serve as the primary ambassador of the property to members, community stakeholders, vendors, and local leaders.
- Host site tours, events, and presentations showcasing the vision, progress, and future experience of the resort.
- Partner with ownership on pricing strategy, membership positioning, and early-stage marketing initiatives.

Operational Readiness & Guest Experience

- Design and implement operational systems for golf operations, member services, retail, and food & beverage (if applicable).
- Prepare the property for soft opening, preview play, and grand opening.
- Ensure guest and member experience standards are clearly defined and consistently delivered.
- Oversee risk management, safety protocols, and asset protection.
- Direct, coordinate and monitor the development the facility's annual business plan and operating/capital budgets. Make necessary adjustments and approve the final version for submission to senior management.
- Monitor and evaluate financial performance relative to budget goals and objectives. Analyze budget variances, develop and implement action plans to achieve appropriate adjustments.
- Analyze and evaluate operations to determine productivity efficiencies vs. budgeted standards. Develop and initiate action plans to achieve appropriate adjustments.
- Review and approve financial expenditures and transactions relative to operations, services, and facilities/equipment within and according to established guidelines and procedures.
- Manage the proper communication of system activities to help ensure coordination of activities between departments. Communicate clearly, tactfully, and persuasively with employees and customers as applicable. Interface directly with department management when appropriate.
- Provide appropriate leadership in accordance with Company culture and mission statement to promote positive employee morale and performance quality.
- Provide direction, supervision, and guidance to subordinate management staff to assist with their skill development and help ensure the successful development and implementation of appropriate departmental operating and safety plans, goals, and policies & procedures.
- Oversee and manage employment activities, including but not limited to, personnel recruitment and selection, performance evaluations, training, compensation, discipline and termination, etc. to ensure compliance with Company human resources policies and procedures.
- Assess the quality of customer service activities in all departments. Formulate general plans and oversee their implementation towards achieving increased customer service excellence.
- Develop and maintain positive relationships with clients, municipal officials, and community

organizations.

- Maintain knowledge of current and projected industry developments through continuous attention to golf industry periodicals and participation in relevant trade associations and organizations.
- Assure the efficient and timely submission of all required operational, financial, budgetary, and related reports.

Education/Qualifications/Certifications:

- College degree preferred.
- PGA Class A or CMAA certification and experience preferred.
- 5 years applicable functional, supervisory and/or management experience, preferably in the golf industry.
- Demonstrated experience and capability in the areas of budget development, fiscal management, strategic planning, staff management.
- Demonstrated quality written, verbal, and interpersonal communication skills.
- Ability to analyze and solve problems; efficiently handle multiple duties under pressure with minimal supervision; work flexible hours as required including nights/weekends.
- Positive attitude, professional manner and appearance in all situations.

Position Physical Requirements:

Must have the ability to:

- Read and write (English)
- Communicate verbally with staff members and/or customers with or without the use of two-way radios.
- Give and/or follow verbal and written instructions
- Supervise subordinates
- Visually inspect all work areas, golf course and grounds
- See players on the golf course, and to follow the flight of golf balls
- Perform mathematical calculations involving fractions, decimals, and percentages
- Retrieve, read and interpret information from technical sources
- Stand, walk, push, pull, lift, grasp, bend and kneel for up to 5 hours at a time
- Lift up to 100 lbs occasionally, 50 lbs frequently, and 20 lbs constantly

Working Conditions:

Work hours may include days and evenings on weekdays and weekends. Subject to inside and outside environmental conditions. May be exposed to inclement weather, potentially dangerous chemicals, solvents, pesticides, herbicides, and fertilizers, misdirected golf balls, sharp and rapid equipment movement on a daily basis. Injury may result as a result of exposure to the above if safety policies and practices are not properly followed.

Machine/Equipment/Tools Used:

General office machines such as, personal computers, printers, copiers, fax machines, calculators, telephones, etc. VDT glare screen and wrist rest. Golf clubs, golf carts.

Supervises:

All Department Heads and team members

Classification:

Full-time, Non-Seasonal, Salaried, Exempt

Compensation & Benefits:**Salary Range:**

\$155,000–\$170,00 annually

- Health insurance, retirement plan, paid time off, professional development support

To Apply:

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Equal Opportunity Statement

KemperSports is an equal opportunity employer committed to building a diverse, inclusive, and equitable workplace. All employment decisions are based on qualifications, merit, and organizational need.