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ASSISTANT GENERAL MANAGER PROFILE: ZAPOTAL GOLF & BEACH CLUB CARILLO, GUANACASTE, COSTA RICA

ASSISTANT GENERAL MANAGER AT ZAPOTAL GOLF & BEACH CLUB

Zapotal Golf & Beach Club is a 2,000-acre beachfront community along Costa Rica's northwest Pacific coast, immersed in vibrant, untouched nature. Set against a backdrop of dramatic dry tropical forest and pristine shoreline, the location offers rare seclusion while remaining deeply connected to the region's rhythms, beauty, and biodiversity—an experience that embodies Costa Rica's most authentic and refined qualities.

The Assistant General Manager will collaborate closely with the VP of Operations to supervise all aspects of club operations, ensuring an outstanding experience for members, guests, and employees. This highly engaged leadership role is responsible for achieving operational excellence across all core departments, including food and beverage, spa, park operations, golf, member services, member experience, and outdoor pursuits. The AGM will play an integral role in strategic planning, policy development, financial oversight, team leadership, and cross-departmental coordination, fostering the elevated service culture that define the Discovery Land Company experience.

The AGM must be a well-rounded operational leader capable of developing and implementing procedures, elevate service standards, leading diverse teams, and driving financial performance across the organization. Collaboration with the agronomy and all department heads is essential to ensure smooth execution, operational consistency, and a cohesive, luxury-level member experience throughout the property.

As a key brand ambassador, the AGM will cultivate a strong sense of community while ensuring a smooth, high-quality experience throughout the property. Success in this role will be measured by performance indicators, visible leadership, and meaningful engagement with members, guests, and staff, especially during signature events. The position requires proven leadership in luxury hospitality, private clubs, or resort environments, along with a solid understanding of overall club operations, financial management, and strategic planning.

This position requires strong financial acumen, effective communication skills, advanced problem-solving ability, operational planning experience, and a background in team management. Familiarity with club management platforms and experience in strategic planning or facility development are highly valued, as the AGM will help shape the future of this exceptional coastal community.

ABOUT ZAPOTAL GOLF & BEACH CLUB

Designed in harmony with its surroundings, Zapotal blends elevated living with a relaxed, family-focused lifestyle. The community features a carefully curated selection of custom homes, homesites, casitas, and cottages ranging from two to seven bedrooms, each positioned to embrace jungle, ocean, or coastal views. Sustainability and environmental stewardship are central to Zapotal's vision, creating a place where luxury and nature coexist effortlessly and authentically.

Zapotal unites families and friends with exceptional amenities focused on wellness, recreation, and connection. A Tom Fazio—designed championship golf course provides a luxuriously casual experience, while Discovery's world-renowned spa and well-being programs encourage residents to slow down, restore, and reconnect. The Outdoor Pursuits team curates unforgettable land and sea adventures for all ages, and the culinary program—rooted in the community's organic farm—celebrates local traditions with sustainable, farm-to-table dining. Together, these experiences create the time, space, and environment to build lifelong memories in harmony with nature.

Zapotal is one of Discovery Land Company's more than 35 exclusive, international members-only communities. Discovery properties are uniquely designed to capture the spirit of the land and local culture, offering members endless opportunities to craft their most authentic lifestyle. 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.

ZAPOTAL GOLF & BEACH CLUB WEBSITE: www.zapotalbeachclub.com

ASSISTANT GENERAL MANAGER – POSITION OVERVIEW

- Ensure premium service standards are consistently delivered across all departments, including Residential Services, Facilities, Entertainment, Housekeeping, Spa, Golf, Park operations, Member Services, Member Experience, Outdoor Pursuits, Food and Beverage, and related areas.
- Oversee all golf-related departments, including the golf shop, practice facilities, caddie services, golf car fleet, and tournament operations.
- Supervise, train, and mentor all operational management roles.
- Develop and maintain operational procedures and training programs that support world-class service and efficient operations.
- Enforce all golf course rules and policies to maintain the integrity of play and course conditions.
- Coordinate and promote tournaments, clinics, player development programs, and special events for members and guests.
- Maintain a profitable retail operation aligned with member demographics and the club's luxury brand standards.
- Foster strong collaboration between Golf Operations, Agronomy, and other departments to ensure a seamless member experience.
- Represent the club at relevant local, national, and Discovery Land Company golf events.
- Allocate and oversee budget resources effectively across operational departments.
- Develop, implement, and monitor operating policies and procedures.
- Coordinate daily business operations to ensure efficiency and alignment with club objectives.
- Identify and improve administrative processes and operational workflows.
- Provide planning input and operational support for the design and development of new or enhanced club facilities.
- Ensure compliance with all applicable local, state, and federal laws and regulations.
- Serve as the primary liaison between members and club leadership, acting in a traditional Membership Director capacity.
- Welcome new and prospective members by introducing them to services, amenities, and key team members.
- Assist members with preparations, requests, and concerns to ensure a high level of satisfaction.
- Develop and implement programs and events that enhance member engagement and overall experience.
- Oversee financial performance, including the income statement, balance sheet, cash flow, capital expenditures, and strategic initiatives.
- Monitor operational costs and identify opportunities for improved efficiency.
- Identify new business opportunities that enhance revenue and the member experience.
- Ensure financial performance remains aligned with approved budgets.
- Establish and monitor personnel policies related to hiring, training, performance management, and professional development.
- Recruit, hire, train, and motivate operational staff.
- Lead department heads to ensure clear communication, accountability, and alignment with performance goals.
- Foster a culture of collaboration, service excellence, and professional growth.

REQUIRED ATTRIBUTES OF THE NEW ASSISTANT GENERAL MANAGER

- Professional, polished, and service-oriented demeanor.
- Strong leadership presence with the ability to inspire and motivate teams.
- High emotional intelligence and ability to manage sensitive member situations.
- Strategic yet hands-on approach to leadership.
- Ability to remain calm and decisive in high-pressure environments.
- Collaborative mindset with strong cross-departmental communication.

- Integrity, discretion, and strong ethical standards.

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

- Bachelor's degree in business administration, Hospitality Management, or related field required.
- Master's Degree or advanced training in leadership or hospitality preferred.
- Industry certifications such as CCM 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 **Zapotal Golf & Beach Club – General Manager/Mr. Ronny Fernandez**. Clearly articulate your alignment with this role, why you want to be considered for this position at this stage of your career, and why Zapotal Golf & Beach Club and Costa Rica 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, April 10, 2026. Candidate selections, first interviews, and second interviews will occur a short time later. The successful candidate should assume his/her role in June 2026

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

“Last Name, First Name - Resume” &

“Last Name, First Name - Cover Letter – Zapotal”

(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 Patty Sprankle: patty@kkandw.com

Lead Search Executive:

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