

## **DIRECTOR OF PEOPLE & CULTURE PROFILE GRASSLANDS CLUB GALLATIN, TENNESSEE**

### **DIRECTOR OF PEOPLE & CULTURE OPPORTUNITY AT GRASSLANDS CLUB**

Grasslands Club (GC) is seeking an experienced operational leader to serve as its next Director of People & Culture. Reporting directly to the Chief Operating Officer and serving as a member of the Senior Leadership Team, this position will lead the Club's culture initiatives, management development programs, training, and performance management processes. This role requires a highly visible and engaged leader who can build trust across the Club while holding leaders and teams accountable to clearly defined expectations and standards.

### **ABOUT GRASSLANDS CLUB**

Grasslands Club is a privately owned, member-focused golf and country club located just outside Nashville along scenic Old Hickory Lake in Gallatin, Tennessee. Grasslands provides a fully integrated private club experience, featuring two clubhouses, 36 holes of championship golf, a 9-hole short course, a 5-bay Performance Improvement Center, multiple dining venues, an event venue, lakeside social spaces, racquet sports, and fitness facilities.

Recent capital investments exceeding \$30 million have positioned the Club for its next phase of growth, elevating the Club experience and increasing expectations around operational execution, leadership, and service consistency.

### **GRASSLANDS CLUB BY THE NUMBERS**

- Membership: 1,300 members across all categories
- Initiation Fee: \$50,000
- Annual Gross Volume: approximately \$20M
- Annual Dues Volume: approximately \$8.5M
- Annual Payroll: approximately \$8M
- Full-Time Employees: 180
- Seasonal Employees: 50
- Number of Employees in HR: 2 (including the DPC)
- Club POS/Accounting System: ClubEssential
- HR/Payroll System: ADP
- HR Committee: No
- H2B Labor: No

**GRASSLANDS CLUB WEBSITE:** [www.tngrasslands.com](http://www.tngrasslands.com)

### **DIRECTOR OF PEOPLE & CULTURE – POSITION OVERVIEW**

The Director of People & Culture is responsible for leading the Club's Human Resources functions, management development initiatives, and culture implementation efforts. Grasslands Club is entering a significant phase of organizational growth following major capital investments and continued membership demand. This role will play an important part in strengthening organizational structure, leadership effectiveness, employee development, and operational consistency across the Club. The successful candidate must be capable of balancing strategic leadership with hands-on execution in areas including employee relations, onboarding, training, development, and performance management.

### **Culture Development & Leadership Accountability**

The Director of People & Culture is responsible for implementing and reinforcing the Club's Mission, Vision, Purpose, and 5 Critical Outcomes across all departments. This role will develop culture and leadership systems that establish clear expectations for work standards, employee interactions, and the member experience.

Responsibilities include leadership development, training systems, onboarding standards, recognition programs, and performance management processes that reinforce accountability throughout the Club. This role also serves as an advisor to management on employee relations, communication, team development, and organizational effectiveness.

### **Human Resources Strategy, Administration & Compliance**

The Director of People & Culture is responsible for developing and implementing Human Resources policies, procedures, and organizational systems that support Club operations and employee management practices. This role ensures compliance with all federal, state, and local employment laws while partnering with leadership to strengthen organizational structure, compensation practices, and employee policies. Responsibilities include oversight of onboarding, offboarding, benefits administration, employee records, workforce trends, turnover, staffing levels, and employee relations concerns.

### **Recruitment, Onboarding & Employee Development**

The Director of People & Culture is responsible for developing recruiting strategies aligned with the Club's culture, leadership expectations, and operational standards. This role will ensure hiring processes consistently evaluate candidate capability, professionalism, behavioral fit, and culture alignment across all departments. Responsibilities include overseeing a structured onboarding experience that establishes expectations from day one, partnering with department heads to maintain practical training systems, and tracking recruiting, retention, and workforce metrics to support organizational planning and decision-making.

### **Leadership Development & Performance Management**

The Director of People & Culture is responsible for designing and implementing leadership development programs focused on coaching, communication, accountability, and staff management. This role will coach department heads and managers on performance management, documentation, corrective action, and employee relations while establishing measurable leadership expectations across the Club. The Director of People & Culture will ensure performance management practices are proactive, consistent, and aligned across all departments.

### **Key Behavioral Traits**

The Director of People & Culture is expected to maintain a visible presence throughout the operation while demonstrating professionalism, discretion, and sound judgment. This role requires strong communication skills, the ability to influence leaders, and the confidence to address difficult situations directly and professionally. The successful candidate must balance relationship-building with accountability and maintain appropriate professional boundaries at all times.

### **INITIAL PRIORITIES OF THE NEW DIRECTOR OF PEOPLE & CULTURE**

- **CONNECT & ASSESS:** Build relationships across all departments while assessing organizational structure, leadership effectiveness, and operational consistency.
- **ESTABLISH STRUCTURE & ACCOUNTABILITY:** Evaluate and improve HR systems, onboarding standards, communication practices, performance management processes, and leadership expectations.
- **OPERATIONALIZE CULTURE:** Develop and implement systems that reinforce the Club's Mission, Vision, Purpose, and 5 Critical Outcomes across all levels of the Club.
- **BUILD TRAINING & LEADERSHIP SYSTEMS:** Create practical, repeatable leadership and department training programs that establish clear expectations and operational consistency.
- **STRENGTHEN TALENT & RETENTION:** Improve recruiting processes, onboarding effectiveness, employee engagement, and retention through stronger hiring discipline and culture alignment.

### **CANDIDATE QUALIFICATIONS**

- Proven Human Resources leadership experience within hospitality, private clubs, hotels, restaurants, or other service-driven organizations
- Demonstrated ability to build organizational systems, leadership accountability structures, and culture frameworks
- Experience developing training systems and leadership development programs
- Ability to build trust while maintaining accountability and objectivity
- Strong communication, organizational, and leadership coaching skills
- Technologically proficient and comfortable with HR and operational platforms

## **EDUCATION & CERTIFICATIONS**

- Bachelor's degree in human resources, business, or related field is preferred
- Substantial experience will be considered in lieu of the degree.
- SHRM-CP, SHRM-SCP, SPHR, or equivalent certification is preferred.

## **EMPLOYMENT ELIGIBILITY VERIFICATION**

In compliance with federal law, all persons hired will be required to verify identity and eligibility to work in the United States and to complete the required employment eligibility verification form upon hire.

## **SALARY AND BENEFITS**

Salary is open and commensurate with qualifications and experience. The club offers an excellent bonus and benefits package, including SHRM 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 **Jim Ausley, Chief Operating Officer**. Clearly articulate your alignment with this role, why you want to be considered for this position at this stage of your career, and why Grasslands Club and the Gallatin, TN area will benefit you, your family, your career, and the Club if selected.

**Please apply for this role as soon as possible. Candidate selections will be ongoing.**

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

"Last Name, First Name - Resume" &

"Last Name, First Name - Cover Letter – Grasslands 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)

## **Lead Search Executive:**

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