



Recruitment Services Provided by Ralph Andersen & Associates

Sun City West

A R I Z O N A

invites your interest in the position of

General Manager

Sun City West – A Top Rated Premier Active Golf Community in Arizona



Sun City West, a private 501(c)(4) non-profit corporation, was founded in 1978 by Del Webb to be the home for active adults 55+ years old looking for a community that has something for everyone. From its full range of creative, fitness, and leisure activities, Sun City West's variety of amenities are enjoyed by our nearly 28,000 residents. Concerts, dances, and 90+ clubs ensure there is a wide range of activities!



MISSION STATEMENT

To provide a financially sustainable Association, which promotes a safe and attractive community, with dynamic educational and recreational activities to enhance members' quality of life.

VALUE STATEMENTS

- ◆ We value courteous, prompt, and quality service for all customers.
- ◆ We value teamwork.
- ◆ We provide clear standards and expectations.
- ◆ We value effective, clear, and honest communication.
- ◆ We value integrity, ethics, and adherence to all laws, bylaws, policies, and procedures.
- ◆ We value a strong work ethic.
- ◆ We value mutual respect and appreciation.
- ◆ We value a sense of humor.
- ◆ We plan for the future.

VISION STATEMENT

Sun City West: The ultimate adult community. An exciting place to live, work and play!

Sun City West Background

Sun City West, located in the northwest valley near Phoenix, AZ, is consistently ranked as a top rated premier active golf community in Arizona¹. We² are a planned community that covers 11 square miles and owns and operates four large recreation centers, seven golf courses, 26 Pickleball courts, Administration offices, and 53 buildings spread across multiple campuses.

Sun City West is comprised of 17,000 homes and is funded by annual dues, golf course and bowling fees, investments, and an initial asset preservation fee. The community receives oversight and direction from a nine-member governing board³, while the General Manager and their staff deliver recreational services to residents.

Sun City West is governed by Arizona's planned community statutes, Maricopa County laws, and its own governing documents. Fiscal year 2023-2024 revenues and expenses were approximately \$28 million and \$26 million, respectively. Our biggest expenses are utilities and labor (approximately 500 employees and 300 FTEs). Sun City West is financially sound with a consistent and predictable revenue stream, a healthy reserve fund of \$29 million, and no debt. The staff is tenured, sound, and led by professionals who are experts in their respective areas.



Photo: website Library



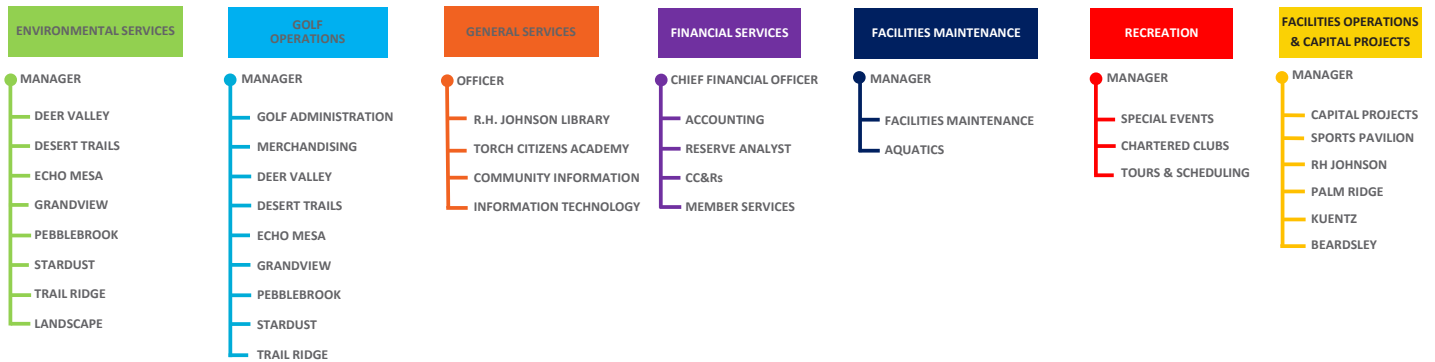
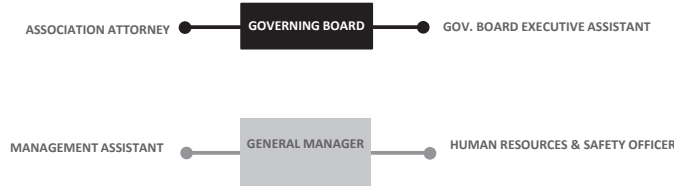
¹ [2023 Best Places to Retire in Phoenix Area - Niche](#)

² Incorporated as The Recreation Centers of Sun City West, Incorporated, a.k.a., the Association.

³ The Governing Board consists of nine members elected annually from the community to staggered three-year terms.

RECREATION CENTERS OF SUN CITY WEST INC.

Organization Chart



7.13.23

Sun City West Challenges

Three governance and operational challenges require General Manager leadership in addition to day-to-day management. The General Manager will be expected to identify solutions to these challenges.

- ◆ Create and implement an Association multi-year strategic plan.
- ◆ Develop and execute a vision for using information technology to enhance interactions with residents, increase the use of data-driven applications to deliver information to decision-makers, and use technology as a mechanism to reduce costs.
- ◆ Enhance and extend Sun City West's appeal to future generations.

Photos: Stained Glass Club



Profile of a Successful Candidate

The General Manager must be an outstanding leader and a savvy manager who exudes empathy, patience, and kindness. They must instill confidence in staff and residents while reporting to the Governing Board President. In addition, a successful candidate will possess many of the following qualities:

Experience and Education

- ◆ Experience and expertise managing a multi-million-dollar entity.
- ◆ Prior leadership experience at the Senior Manager, Director, or Vice President level in a medium- to large-size organization.
- ◆ Customer-facing experience in a service delivery organization consulting, senior management, or executive roles, etc.
- ◆ Experience devising metrics and measurements to manage and measure staff performance.
- ◆ Prior experience as a Community Manager is a plus.
- ◆ Hold a bachelors’ degree and preferably a masters’ degree.

Skills

- ◆ Provide leadership through example, word, and deed; have a bias for action.
- ◆ Demonstrate approachability, responsiveness, and follow-through.
- ◆ Communicate effectively in a timely manner.
- ◆ Present information, deftly handle requests for information and positively represent the Association in public situations.
- ◆ Work cooperatively with staff and the Governing Board.
- ◆ Coordinate with outside and third-party organizations to negotiate contracts and address internal or external issues which may be sensitive, significant, or controversial.
- ◆ Interact with governmental bodies, other age-restricted communities, and non-governmental organizations.



Photo: Mini-Golf Club



Photo: Dance Sensations



Photo: Toy-Ki Silvercraft Craft



Photo: ARC



Photo: Basketeers



Photo: Dance Sensations

Compensation

The salary offered to the selected candidate will be competitive for the region and commensurate with the executive level duties and responsibilities of this position. Health insurance, 401(k) retirement benefit, indemnification insurance, and other reasonable expense reimbursement are included. A mutually agreeable initial three-year employment agreement will be negotiated and may include relocation assistance. Interested and qualified candidates are strongly encouraged to seek further details on compensation, benefits, and discuss salary expectations from the Executive Search Firm of Ralph Andersen & Associates.



Photo: website Health and Wellness

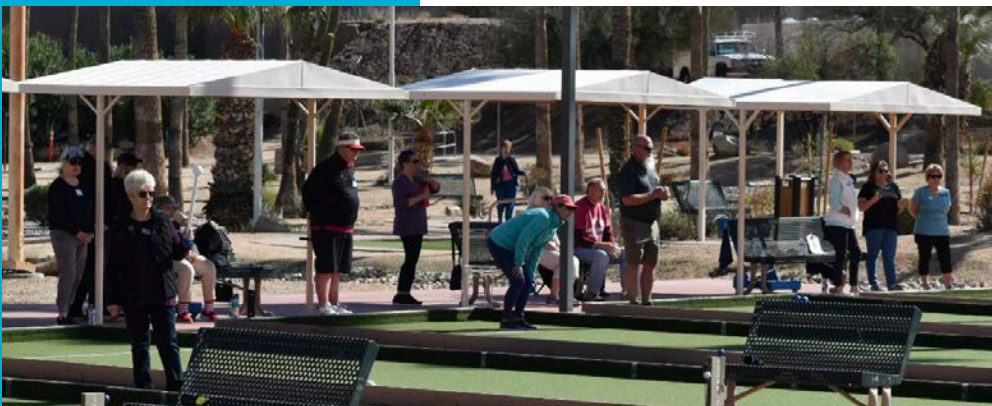


Photo: Bocce Club

To Be Considered

Interested candidates should **apply immediately** for this career opportunity by submitting a resume and compelling cover letter to apply@ralphandersen.com for consideration.

Candidates should be aware that this search is confidential. References will not be contacted until mutual interest has been established.

The first round of interviews with the Search Committee are anticipated to occur in mid-June via ZOOM. The presentation of top contenders to the Governing Board is targeted to occur in July.

Inquiries should be directed to Heather Renschler, Ralph Andersen & Associates, (916) 630-4900.

The Recreation Centers of Sun City West, Inc. provides equal employment opportunities to all employees and applicants for employment and prohibits discrimination and harassment of any type without regard to race, color, religion, age, sex, national origin, disability status, genetics, protected veteran status, sexual orientation, gender identity or expression, or any other characteristic protected by federal, state, or local laws.



Photo: Automotive Restoration Club (ARC)



Photo: Energetic Exercise Club

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