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CLUBHOUSE MANAGER PROFILE: BOCA GROVE BOCA RATON, FL

THE CLUBHOUSE MANAGER OPPORTUNITY AT BOCA GROVE

The opportunity at Boca Grove, one of South Florida's premier private clubs, is an exceptional one! Not only does the Club enjoy a position of significance in the community, but it also has a wide array of amenities, and it enjoys a history of stability and tenure amongst its management team, membership, and governance.

The Club is looking for a best-in-class proven Clubhouse Manager (CHM) who will help the club meet its objectives. The ideal candidate will have a strong food and beverage and operations background. Has the ability to communicate effectively with members and staff and MUST be approachable. Due to the traditional nature of the Club, a qualified candidate will be a polished leader who is detail-oriented and comfortable making operational decisions. This is also a wonderful opportunity for those who enjoy mentorship and support growth and development with members of their team.

BOCA GROVE

Boca Grove is a prestigious, members-only golf and country club located in the heart of Boca Raton, Florida. A boutique-style residential community that is home to less than 450 member families, Boca Grove is a recreational oasis and is recognized as one of South Florida's most affluent and desirable communities. Understated elegance in an intimate setting is the key to what makes Boca Grove the epitome of superior living.

At Boca Grove, members can rest assured they are amongst friends while enjoying the lifestyle they deserve. The Club has a full spectrum of members, ranging from families to retirees. There is a dynamic sense of community among their members, who share a common passion for exquisite living and the highest quality services. Members enjoy a nationally recognized tennis program, a fitness complex, an array of casual and fine dining options, and course, the Jim Fazio-designed 18-hole, championship golf course. There is rarely a wait for tee times, and members always receive the special treatment they value.

With the best location in Boca Raton, Boca Grove is centrally located, directly across from the Glades Road turnpike exit. They are conveniently positioned near premier shopping and fabulous restaurants, and less than six miles from the beach, Boca Grove boasts more accessibility to beautiful South Florida than any other club in the area.

The clubhouse was renovated and reintroduced to the membership in October 2017. A brand-new concept restaurant, a sports bar with five large-screen televisions and all the amenities one would expect, had a soft opening for Super Bowl Sunday in February 2018 with its official opening with March Madness 2018. Chippers Sports Bar has become the place to eat, meet, and be merry at Boca Grove. In addition, they have renovated all bunkers on the Jim Fazio 18-hole championship golf course.

In addition, to revamp the oasis, they recently added a fully renovated \$11.5M sports and wellness center in November 2021. With a resort-style pool and splash pad, children's center, a casual dining cafe by the poolside, a full-service gym including Pilates and group fitness studios, plus extensive exercise, and cardiovascular equipment, it is no wonder Boca Grove earned a place in *Club & Resort Business Magazine's* top-ranked aquatics & pools of 2022. Coming #1 in Florida and #7 in the country, their facility is setting the standard for the country club industry.

Comprehensive youth and adult activities are offered in golf, tennis, platform tennis, and swimming. The Club's vibrant social and activities schedule features traditional and unique events throughout the year. The Club is completely member-focused, and they do not entertain outside business.

BOCA GROVE BY THE NUMBERS:

- Approximately 26,000 Annual rounds of golf
- Initiation Fee \$150,000
- Annual assessment \$39,000
- Operating portion \$32,702
- Capital portion \$6,888.
- Approximately 444 homeowners, 88 license permittees (non-voting)
- Approximately \$17M Gross revenue
- Approximately \$13M Annual operating assessment
- Approximately \$2.4M F&B volume
- F&B Spending minimum \$ 2,500 annual
- Approximately 155 Full-Time Employees; 25 seasonal
- 9 Board Members, serving 3-year terms.
- 65 - Average age of members
- POS and Accounting are Jonas Encore

Boca Grove Website: www.bocagrove.org

CLUBHOUSE MANAGER POSITION OVERVIEW

- Reports to the General Manager
- CHM will have direct oversight of Food and Beverage, Culinary, Housekeeping, Maintenance, and Catering.
- CHM will partner with Golf, Racquets, and Fitness

INITIAL PRIORITIES

- Develop or strengthen Club operational standards, processes, procedures, and ongoing training.
- Review and enhance or create Club operations dashboards for improved oversight and KPI development, as well as accountability and commitment scorecards.
- Creating strong internal and external partner relationships to understand and memorialize strategies and contributors to Boca Grove's success.
- Review and development of enhancements to member communication strategies including mobile apps, social media monitoring, and website relevancy, as well as developing an internal staff communications strategy.
- Collaboratively run all department meetings along with the GM and Controller.
- Would be an active participant and lead discussions with the House, Board, Food and Beverage Committees.
- Would hold weekly Department meetings and communicate regularly with direct reports within the Clubhouse.

The Clubhouse Manager role at Boca Grove is intended to leverage the GM and the Club to better prepare for and manage its future by enhancing several already high-performing areas within the operation. Key to a successful outcome for the selected candidate is to lead a cross-functional review of the Club's business model to ensure fiscal responsibility in all areas of Club operations. Moreover, memorializing internal and external relationships supporting the Club's success, and establishing strong protocols in all departments within the organizational structure are key deliverables in year one.

The new CHM is expected to be the embodiment of an "exceptional member-centric experience" and will lead the management team, many of whom have many years of tenure at the Club, be representative of modern management 'metric-oriented' practices, and will promote positive, engaging, and highly competent service culture in all operations.

He/she is expected to be an interactive "thought partner" with the General Manager, collaborating closely with her as they collectively make decisions and set strategic direction for the long-term well-being of the membership. Like many clubs, BG has several new, younger members with families and the balance of tradition with relevance to today's members' needs and expectations is a critical success factor. Supporting and effectively collaborating with many volunteer leaders, who are an important part of clubs' long history and success, is a necessary and important skill set.

Amongst many key priorities, is helping to instill a high-performance culture throughout the Club, working closely with other key leadership and the GM, the CHM will need to be a highly collaborative, engaged, and supportive team player who appreciates the history of the Club and team, and has an appropriate, respectful, and diplomatic style to garner support and positive engagement. Additionally important is an analytic nature and skill set that translates into performance objectives that are easily articulated, understood, and turned into backing for making overall member satisfaction a top priority for the organization.

KEY PRIORITIES

- Possess strong financial acumen and exceptional administrative skills, including a clear understanding and development of KPIs for the organization, and able to articulate their meaning and trending analysis. Ability to create and oversee a system identifying key ratios to track (payroll, net F & B, etc.) as well as valuable 'dashboards' for oversight and enhancement of operations.
- Involve associates in the decision-making process of how 'work gets done' and help to further an already desirable and rewarding work environment.
- Have enthusiasm and aptitude for teaching and training, developing, and enhancing orientation and training programs for all Club personnel, working, as necessary, with the managers personally responsible for those operations.
- Maintain Club master calendar and coordinate intra-departmental events.
- Schedule, plan, and execute all private parties, member functions, and food and beverage needs for sporting department events.
- Have strong administrative skills and proven ability to recognize and articulate the needs of BG to maintain a healthy financial position through analytical rigor and data accumulation for enhanced decision-making.
- Be adroit at developing relationships, being respectful and diplomatic, but candid "thought partner" with the GM and appropriate Board and Committee members.
- Leverage technology for more cost-effective business execution outcomes and standardization of administrative processes.

CANDIDATE QUALIFICATIONS

- Possessive of solid and verifiable success in F & B operations, including the proven ability to inspire, train, and set standards; is creative and innovative, and regarded as having overseen a top-tier F & B operation.
- Strong interpersonal and communication skills, both written and verbal, with the proven ability to make effective presentations of information and recommendations.
- Possess demonstrated experience with delivering technology-enabled solutions to improve everyday business/administrative outcomes.
- Good judgment and sound decision-making skills, resolving problems promptly, as confirmed in reference checking and interviewing.
- Detail-oriented with the ability to exercise good time management skills, as well as the ability to instill such proficiencies in others with whom he/she will be working if selected.
- Must have strong computer skills including, but not limited to Microsoft Word, Excel, PowerPoint, Outlook, and Jonas Club software.
- Ability and history to function as the administrative link between departments.
- History of monitoring and understanding internal cost control procedures, along with the ability to design and execute enhancement as recognized and necessary.
- Experience in planning and administering training and professional development programs for himself/herself and club personnel.
- Experience in developing/implementing long-range (strategic) and annual (business) plans, operating reports, forecasts, and budgets, with a strong understanding of hospitality and service balanced against financial efficiencies.
- Able to monitor safety conditions and employees' conformance with safety procedures; update emergency plans and procedures and ensure that effective training for these programs is conducted in all departments.
- The ability to provide leadership and direction to long-tenured department heads and employees is of utmost importance.

- A history of recruiting the best talent, mentoring them as they develop their skills, and cultivating their internal career progression.
- Especially strong financial acumen, budgeting, and presentation skills, along with an intuitive “ROI” mindset, being able to effectively communicate the vision behind the numbers.
- Especially strong overall communication skills in both verbal and written form, as well as in listening. Further to this attribute is the ability to communicate in multiple media forms, and to recognize when and how such communication is most effective and presented.
- Capital improvement experience will be beneficial.
- A sincere appreciation of golf, its history, and how to deliver an exceptional “experience” to members and guests.
- A verifiable history of success in working in a volunteer, member-owned organization, appreciating the need to gain consensus and “buy in” to well-conceived, majority interest objectives benefiting the long-term well-being of the organization. Having proven and demonstrable success in a strong committee culture is necessary.
- Strong and polished personal presence with an intuitive desire to meet, interact with, and build strong relations amongst all constituents.
- Fundamental nature of calmness and strength, as well as tactfulness and diplomacy.
- A proven history of challenging the ‘status quo’ without alienating various constituencies affected by change management efforts.

EDUCATIONAL AND CERTIFICATION EXPECTATIONS

- A bachelor’s degree is preferred with a focus on Hospitality Management.
- In lieu of the degree, substantial private club or hospitality experience will be considered.
- Industry certifications such as CCM, CCE, CMC, or PGA are encouraged but not required.

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 association membership.

INSTRUCTIONS ON HOW TO APPLY

Please upload your resume and cover letter, in that order, using the link below. You should have your documents fully prepared to be attached when prompted for them during the online application process. Please be sure your image is not present on your resume or cover letter; that should be used on your LinkedIn Profile.

Prepare a thoughtful cover letter addressed to the Boca Grove General Manager/COO, Ms. Jennifer Jolly, and clearly articulate your alignment with this role why you want to be considered for this position at this stage of your career, and why BG and the Boca Raton area will be beneficial to you, your family, your career, and the Club if selected.

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

“Last Name, First Name - Resume” &

“Last Name, First Name - Cover Letter – Boca Grove”

(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 Bethany Taylor: bethany@kkandw.com

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