



## **CLUBHOUSE MANAGER WYNDEMERE COUNTRY CLUB NAPLES, FL**

Wyndemere Country Club (WCC) in Naples, Florida, is offering a tremendous opportunity for a highly qualified individual willing to provide innovation, energy, and vision to become part of a high-performing team as their new Clubhouse Manager (CHM).

WCC is known for providing its members with exceptional services and amenities. The new CHM will ensure that the goals of both the Food & Beverage department and the Club Operations are met through proactive leadership and full-scope management, all while also paying attention to the fine details. These crucial attributes, along with a necessary intuitive style, will contribute to the overall success of the Clubhouse Manager.

Working under the direction of the CEO, the CHM's primary focus is the overall member and guest food and beverage experience, an essential driver of the Club's success. The ability to consistently "look forward" in planning, organization, and overall departmental leadership is a critical skill set required for success in this position. Equally important is embracing and recognizing the need to be visible and highly interactive with the members and staff; leadership in this area begins and ends with clear communication, approachability, and accessibility.

The successful candidate will be an integral part of a high-performing team at a Club recognized for its superior service, exceptional work environment, and relentless focus on continually 'raising the bar' for both members and staff.

### **ABOUT WYNDEMERE COUNTRY CLUB**

Wyndemere is consistently viewed as one of the premier member-owned residential country clubs in the greater Naples area. Recognized as one of the top 150 private Platinum Clubs of America since 2018, Wyndemere Country Club is in a private gated community within 15 minutes of the famous Gulf beaches. Club amenities include 27 holes of championship golf, casual and contemporary dining restaurants in the Clubhouse and Tiebreaker, a 20,000 square foot Fitness, Wellness and Spa facility, 10 Har-Tru tennis courts, 7 pickleball courts, 4 bocce courts, full croquet lawn that is also used as an event space, and a resort-style infinity edge swimming pool with zero-beach entry. Wyndemere prides itself on combining strategic planning with continuous improvement to consistently uphold the Club's vision and mission.

Naples enjoys a reputation as a desirable tourist destination for travelers from around the world and has also become a wonderful place to raise a family. In our immediate area, you'll find a number of outstanding A-rated public schools and well-regarded private schools.

### **BY THE NUMBERS**

- Approximately 720 Members at Wyndemere, with 30% choosing to stay year-round
- Initiation fee: \$125,000 for all membership classes
- Annual Dues: \$15,272; Capital Fees \$3,368
- Approximately 48,000 rounds of golf played annually on the 27-hole course
- \$1,200 per year food and beverage minimum
- Approximately \$2.6 million in food and beverage volume
- Approximately 80% a la carte and 20% Member event/catering

- Food costs approximate 48%
- 150 full-time-equivalent (FTE) employees in-season; approximately 90 FTE off-season
- The average age of members is 73
- The Club utilizes Clubessential software for POS and accounting
- The Club is organized as a Florida, not-for-profit, 501(C)(7) organization

**WYNDEMERE COUNTRY CLUB WEB SITE:** [www.wyndemere.com](http://www.wyndemere.com)

## **POSITION OVERVIEW**

The Club desires a proactive, highly engaging CHM who partners closely with the CEO, Executive Chef, and other team leaders. This “lead by example” CHM will join a Club that is already strong but remains committed to enhancing and elevating the member and staff experience, while maintaining its status as an “employer of choice” within a highly competitive hospitality community. The CEO is desirous of working with a CHM who handles all food and beverage operations, serves as an active thought partner on strategic and policy matters, and remains approachable, actively listening, and providing transparent communication and daily operations.

Significant to the new CHM’s success is the ability to understand the unique nature, likely through current or previous first-hand experience, of residential community clubs and the seasonality of the Naples market. Certainly, a key to his/her success is “putting members first” and recognizing that the foundation of providing staff support, mentorship, clear direction, “walking the talk,” and “being present” in his/her natural, sincere, and engaging style.

The ability to “manage expectations at a high level of dynamic leadership and reasoning” is critically important, but much of that is accomplished simply by being present, approachable, accessible, diplomatic, and having the necessary “gravitas” to be viewed with confidence and “trusted” by all constituencies.

Paying attention to the details, SOPs, overall member experience, staff culture, and other key areas of success is critical, as the Club and Community have great curb appeal at present and have been well-maintained. Clearly, outstanding communication skills, especially the ability to “listen and respond respectfully and diplomatically,” are essential to success at Wyndemere.

Key attributes, characteristics, experiences, and style of the successful new leader include:

- Possess a deep knowledge of active club operations, with particularly strong F&B expertise, strong financial acumen, and an appreciation of modern “performance management systems” and technology.
- A strong record of selecting, developing, and mentoring talent, with a commitment to fostering a culture of continuous improvement in oneself and the department.
- Actively participating and serving as a “thought partner” with the CEO, Committees, and others to drive WCC’s success. Ultimately, the goal is to allow members to focus on enjoying their time and volunteer contributions, acting as policy makers and strategic partners rather than making day-to-day operating decisions.
- Naturally outgoing, conversant, respectful, and diplomatic, yet able to say “no” when appropriate without alienating members or staff. Being respectfully confident and “connected” to the membership and team is critical, as is maintaining a personal style of “listening, considering, and reflecting” before reacting to inputs.
- Active involvement in CMAA or similar organizations, where he/she has a strong peer network and can stay actively abreast of the industry trends, and opportunities, enabling Wyndemere to remain relevant and proactive for its members and staff.
- The ability to lead in a very busy operation. The Club plays over 48,000 rounds of golf each year, has a vibrant F&B program, and supports an exceptional number of ‘clubs within the club’ that require focus and attention, demanding a consistently high level of execution.

## **CANDIDATE QUALIFICATIONS**

- A minimum of 3-5 years of progressive leadership and management experience in a private, member-owned country club or resort operation.
- The Club will consider experienced Clubhouse Managers or Food & Beverage Directors, along with well-mentored Assistant General Managers, as well as professionals from other hospitality industries (e.g., upscale restaurants or hotels) for this role.
- Demonstrates a verifiable record of strong and intuitive mentoring of staff and has achieved a 'workplace of choice' employee environment in every operation he/she has led.
- Experience with the H-2B program, as the Club employs over twenty seasonal F&B employees each year.
- Demonstrates a strong history of success and a keen understanding of quality Food & Beverage operations, including revenue growth, training, innovation, creativity, and development of a strong service culture.
- Technologically proficient, with a thorough understanding of best practices for leveraging technology to enhance 'high-touch' service delivery to members and to manage and lead operations more effectively.

## **EDUCATIONAL AND CERTIFICATION QUALIFICATIONS**

- 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, 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. Relocation assistance is provided for out-of-town candidates.

## **How To Apply:**

**Please send a cover letter and resume to the CEO, Mr. Ron Parris,** and clearly articulate your alignment with this role and why you want to be considered for this position. Email to [rparris@wyndemere.com](mailto:rparris@wyndemere.com). No phone calls will be accepted at this time.

**Apply for this role as soon as possible, but no later than Monday, June 30, 2025. Candidate interviews will take place in July. The new candidate will assume his/her role in August/September 2025.**