

# KOPPLIN KUEBLER & WALLACE

THE MOST TRUSTED NAME IN EXECUTIVE SEARCH AND CONSULTING

## **DIRECTOR OF PEOPLE & CULTURE PROFILE: JUPITER ISLAND CLUB HOBE SOUND, FL**

### **DIRECTOR OF PEOPLE & CULTURE AT JUPITER ISLAND CLUB**

Jupiter Island Club is seeking an accomplished and approachable Director of People & Culture to lead the people operation at this iconic country club. This role will set and execute the Club's human resources strategy including talent acquisition, succession planning, organizational development, employee relations, compensation, benefits, payroll, learning, and employee engagement.

Working under a strategic and driven GM/COO who is looking to further elevate the overall member and staff experience at JIC, the Director of People & Culture will be a senior executive and key business partner, charged with creating, enhancing, and executing all talent programs, and will be an integral part of this collaborative, high performing team.

This is an excellent opportunity for a seasoned HR professional who has the proven ability to think strategically but also loves the day-to-day HR responsibilities and personal employee interactions. This key role goes beyond the traditional HR role of simply administering to the operation; we are looking for a business-savvy, relationship-builder who is a driven, innovative, hospitality-infused leader.

[Click here to view a brief video about this opportunity.](#)

### **ABOUT JUPITER ISLAND CLUB**

The Jupiter Island Club is unquestionably one of the finest clubs in America. With both a strong member and employee culture, ethics, and integrity drive every decision at the club. This beautiful club is a balance of old-school values and traditions in an ever-changing world.

Since its inception, the membership roster reflects some of our nation's most notable philanthropists and industrialists who are also members of many of the country's other top clubs. After building the railroad system to South Florida in 1933, its founding family forged the Club's beginnings on the principles of privacy, casual elegance, and warm and hospitable excellent service. Its style and feel are unpretentious and low-key, the antithesis of most clubs built in the last 20 years.

Not just a club but an island community, The Jupiter Island Club is on the north end of Jupiter Island in Martin County Florida, about 30 miles north of Palm Beach. This very insular retreat is home to an 18-hole golf course with many holes on the Intracoastal waterway. The Membership enjoys three clubhouses: a Main Club with formal and informal dining, a Golf Clubhouse with various styles of dining service, and a Beach Club with oceanfront dining and a poolside snack bar. Additionally, the Club has numerous other facilities: a 36-slip yacht basin hosting power boats up to 100', 14 fast dry tennis courts with a Tennis Shop, a Croquet Court, a 200-seat theater, a Flower Shop, a Wine Shop, a Beauty Shop, Beach Shop, two pools, Spa and Fitness Center.

The Club features 52 guestrooms spanning 12 buildings and cottages. A portion of the Club's Inn rooms are in the Main Club along with the Club's social hub, the Chef's Cupboard, which provides breakfast, fresh baked goods, and upscale prepared foods.

The Jupiter Island Club is a complex, exclusively private, luxury service operation.

## JUPITER ISLAND CLUB BY THE NUMBERS

- 425 members
- Approximately \$36M annual gross revenue
- Approximately \$20M gross payroll
- Full-time employees: approximately 100
- Seasonal employees: approximately 200
- Club POS/accounting system: Northstar
- HR/Payroll System: ADP
- HR Committee: No
- H2B labor used: Yes
- Collective Bargaining Agreements: None

**JUPITER ISLAND CLUB WEBSITE:** [www.jupiterislandclub.com](http://www.jupiterislandclub.com)

## DIRECTOR OF PEOPLE & CULTURE – POSITION OVERVIEW

The Director of People & Culture at Jupiter Island Club reports directly to the General Manager and is charged with leading the team that serves its most important assets: its employees. In this role, the Director of People & Culture will work hand in hand with the operations team to create and connect the Club's people strategy to the overall Club business strategy to achieve results. With an intuitively engaging and approachable style, the successful candidate will display leadership and professionalism in balancing strategic and administrative responsibilities with the need to be highly visible and interactive with all departments and staff members.

The Director of People & Culture has two direct reports. This role will office out of JIC and will work an in-person work schedule, with occasional nights, weekends, and holidays as needed to support the team.

While it goes without saying that a solid, technical Human Resources background is necessary for this role, the following critical skills and traits are required to be effective at our Club. Our successful candidate will:

Be a strategic partner:

- Do you have strong business acumen and a solid understanding of the business of hospitality?
- Do you have the ability to build and execute strategic plans with the leadership team?
- Are you able to translate complex business needs into actionable items for the team?
- Do you have the executive presence to work closely with and present to the Board, Executive Team, Compensation Committee, and Finance Committee?

Be a trust-builder:

- Do people trust you and believe you are a person of your word?
- Do individuals you work with trust you with confidential information?
- When you say you will do something, do you follow through?

Be a motivator:

- Do you have innovative culture-building ideas that create team cohesiveness?
- Do you make all employees feel like rock stars, no matter what the position?
- Do employees love coming to work because of the impact you make?

Be a listener that really *hears*:

- Do people come to you when they are upset?
- Would your team say you are easy to talk to, warm, pleasant, and gracious?
- Are you patient enough to listen even when your day is busy?

Be comfortable *not* being behind a desk:

- Do you spend time daily in the operation?
- Do you remember everyone's name in the organization?
- Would others say you relate well to all kinds of people?

Be a barrier-remover:

- Do you make sure process doesn't get in the way of progress?
- Do others appreciate that you make it easier for them to do their job?
- Are you comfortable stepping up to conflict and finding common ground to resolve it?

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

As an integral part of JIC's management team, the following priorities have been identified as primary focus:

- **CONNECT** – Build relationships, listen, observe, meet, and learn about the various departments, staff, and culture. Get to know what makes JIC special.
- **HR COMPLIANCE** – Assume responsibility for the HR basics, ensuring compliance and the essentials are completed.
- **ASSESS & EXECUTE** – Evaluate current human resources processes and create a strategy and action plan for enhanced people operations moving forward. This will include a focus on:
  - **RECRUITMENT & RETENTION:** Work with the leadership team to continue to source top talent, both seasonal and year-round, preserving a retention/return rate of 80%.
  - **COMPENSATION:** Conduct analysis of current compensation and benefits programs, creating a strategy to enhance current offerings to ensure the recruitment and retention of the best and brightest.
  - **CULTURE:** Work with leaders to reinforce desired cultural behaviors associated with the established culture and critical outcomes in all aspects of the operation.
  - **DEVELOPMENT:** Create a management training and development strategy to attract top leadership talent and develop future leadership through succession planning.
  - Any other Club strategic initiatives as determined by the GM/COO.

The Director of People & Culture oversees all aspects of HR including:

- Human resources strategy, administration, and compliance.
- Employee recruitment, selection, onboarding, and succession planning.
- Engagement, training, and performance management.
- Employee benefits, compensation, and payroll.

## **CANDIDATE QUALIFICATIONS**

- Exceptional understanding of all functions of Human Resources and a robust knowledge of applicable federal/local/state laws and HR best practices.
- A history of progressive Human Resources management experience within a hospitality industry required, preferably within hotels, clubs, or restaurants industries.
- Ability to work with a high level of confidentiality and professionalism, demonstrating sound judgment.
- Bi-lingual in Spanish is preferred but not required.

## **EDUCATIONAL AND CERTIFICATION QUALIFICATIONS**

- A bachelor's degree is preferred, with a focus on Hospitality Management.
- Certifications such as SHRM-CP/SCP or PHR/SPHR are 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 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 **Mr. Michael Feil, GM/COO**. Clearly articulate your alignment with this role, why you want to be considered for this position at this stage of your career, and why Jupiter Island Club and the Hobe Sound, FL area will benefit you, your family, your career, and the Club if selected.

**You must apply for this role as soon as possible as interviews are currently being conducted.**

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

“Last Name, First Name - Resume” &

“Last Name, First Name - Cover Letter – Jupiter Island 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:**

Jodie J. Cunningham SPHR, SHRM-SCP

Search & Consulting Executive

602-690-1074 (M)

[jodie@kkandw.com](mailto:jodie@kkandw.com)