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MEMBERSHIP DIRECTOR PROFILE: FISHER ISLAND CLUB FISHER ISLAND, FL

MEMBERSHIP DIRECTOR (MD) OPPORTUNITY AT FISHER ISLAND CLUB

Fisher Island Club is one of the iconic clubs in America and there is an extraordinary opportunity to join the organization and serve as Membership Ambassador to the members. The Membership Director oversees a high level of quality of services and facilities expected from a private Club, coordinates special events, and spearheads all functions of the Membership Department. Perhaps the most fully amenitized club in the U.S., Fisher Island is home to members representing over 40 countries and is desirous of recruiting a leader with superb professionalism and gravitas, an eye for details, and the ability to establish and deliver a consistently high-level service culture to the membership.

The Membership Director is an advocate and Club ambassador and understands the critical role that Membership has in exceeding expectations and the success of Club operations.

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

FISHER ISLAND CLUB AND COMMUNITY

Fisher Island is an indulgent retreat for a membership who appreciates the ultimate in privacy and exclusivity. Originally established as a Mediterranean-inspired winter estate by William and Rosamund Vanderbilt, this magical islet is located off the coast of Miami Beach – nestled along the seashore where the azure Atlantic Ocean meets deep-blue Biscayne Bay.

In a city known for magnificent island communities, Fisher Island is one of the few, true private island sanctuaries. Solely accessible via a seven-minute ferry ride, Fisher Island and its historic Vanderbilt Mansion have been elegantly reimagined as a graceful-yet-grand private club, inclusive of a 15-room hotel, palm-fringed beaches, deep-water marinas, fitness/wellness and spa, salon, golf course and tennis courts and much, much more. Membership is by invitation only.

Safe and serene, Fisher Island offers a lifestyle rich in leisure and recreational activities – yet just minutes from Miami's world-class commercial, cultural, and culinary offerings. Infused with the spirit of William K. Vanderbilt II, Fisher Island Club is a testament to the enduring power of his venerable legacy. The Club offers a range of dining options to suit every taste and palate.

Central to the Fisher Island lifestyle is a series of beaches which are anchored by the Beach Club which is perfectly positioned to offer incredible ocean views to the east and panoramic sunsets over stunning Biscayne Bay to the west.

The Club provides a 30,000 square-foot spa complex with pools, hot tubs, and saunas in addition to a world-class Fitness Center featuring state-of-the-art equipment. The Links at Fisher Island is an award-winning golf course designed by legendary golf architect P.B. Dye. The Links offers the competitiveness and challenge of an 18-hole course fashioned within nine distinctive holes. Club members and guests have access to a driving range and Clubhouse complete with a pro-shop, locker rooms, and the casual Greenside restaurant.

The Racquet Club at Fisher Island Club is a best-in-class facility that offers tennis and pickleball. The Club is comprised of 18 illuminated courts covering all four major championship surfaces, 4 Sports Master Pro Cushion II pickleball courts, and a full-service pro shop.

Yachting has been at the center of the Fisher Island lifestyle since the beginning. The island's center points are its two deep-water marinas, with over 100 slips sized to accommodate vessels up to 250' long.

The property, which encompasses the Fisher Island Aviary, features over 9,000 square feet of combined indoor and outdoor event space for everything from exclusive board meetings to the most sophisticated weddings.

FISHER ISLAND FACTS

- 30% of residents live on the island year-round
- 15 Cottages in Vanderbilt Mansion for members and their guests
- 7-minute ferry ride to the mainland – leaves every 15 minutes with 6 ferry boats servicing the island 24/7 (operated through Fisher Island Community Association/FICA); all members, services, supplies, and personnel come to the island via the ferry service managed through FICA.
- The Island has its own medical clinic, fire & rescue station, mail facility, pre-K – eight grade school, playground, and dog park (not part of the Fisher Island Club, but with strong collaboration and coordination needs)
- Other services and amenities include 24-hour concierge services, an Aviary, a car wash, an observatory, dry cleaners, and a bank.

FISHER ISLAND CLUB BY THE NUMBERS

- At present, there are approximately: 880 Members in all categories
- Initiation Fee - Equity Member: \$350,000
- Annual Dues – Equity Member: \$23,005 (includes \$3,100 Capital charge)
- 9 holes Pete Dye design
- Overall operating budget is approximately \$42.M (based on the 2021 budget)
- Annual dues volume is approximately \$20.M (based on the 2021 budget)
- Food and beverage volume is approximately \$10.5M
- There are five Board Members, each serving three-year terms
- Club Committees include Audit & Finance, Membership, and Nominating
- The Club is organized federally as a for-profit entity and a State of Florida NFP
- The average age of members is 64 years

FISHER ISLAND CLUB WEB SITE: www.fisherislandclub.com

MEMBERSHIP DIRECTOR POSITION OVERVIEW

The Membership reports directly to the Chief Executive Officer / Managing Director. The major trust of the position is to support Membership operations.

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

- Possessing a natural high degree of Emotional Intelligence (EQ) along with positive self-awareness, social adeptness, self-confidence, discipline, and strong relationship management skills are absolute critical success factors.
- Naturally outgoing, enthusiastic, motivated, conversant, respectful, and diplomatic, but able to say “no” when appropriate without alienating members or staff while doing so. Being respectfully confident and “connected” to the membership and team is critical, as is the ability to work with leadership to determine relevant rules and enforcement practices and deliver them in a diplomatic, but firm and consistent manner.
- Ability to maintain confidential proprietary company information.
- Lead by example by utilizing a “hands-on” approach to management.
- Possess exceptional project management, time management, and organizational skills to monitor and maintain project milestones and progress. Ability to organize and complete work in accordance with established timelines.
- Ability to work well under pressure, handle multiple projects and shift priorities based on business demands.
- Have passion for providing high-quality Member service and a commitment to exceeding expectations.
- Excellent knowledge of Club/Membership practices, regulations, and operational procedures.
- Ability to proactively lead a Team with a transparent and uplifting, inspirational style.
- Be responsive vs. reactive; an exceptional communicator and listener.
- Possess strong technical literacy, including Microsoft Word, Excel, and PowerPoint skills; working knowledge of POS systems and restaurant reservations management systems.
- Possess excellent time management and organizational skills to monitor and maintain project milestones and progress. Ability to organize and complete work in accordance with established timelines.

- Possess excellent verbal and exceptional written communication skills to interact professionally with a diverse group, of executives, managers, and subject matter experts.

INITIAL PRIORITIES OF THE NEW MD

- Observe, listen, ask questions, and learn about the culture and history of Fisher Island Club first. Build trust with leadership, staff, and members. Get to know and understand the FICA operation.
- Effectively respond to Club Members, prospective members, and realtors with inquiries regarding Club Dues, Rules & Regulations in accordance with club standards.
- Effectively manage the membership application process. Prepare/execute Member and Prospective Member correspondence; follow up on all prospective and new member communication.
- Provide tour of Club venues, island amenities, etc.
- Perform New Member Orientations, individually or in a group, including a review of the Club rules and regulations and communicating any changes to the membership of the rules and regulations.
- Coordinate and host new and prospective member mixers, membership-related open houses, and member-planned events.
- Coordinate the weekly guest “Hot Sheet” for those guests who have exceeded the maximum Club visits according to the General Club Rules and make sure that the Club outlet employees and Public Safety Staff receive and understand how to handle individuals on this list.
- Coordinate the mailing out of Membership Renewal Letters and the printing of Membership Cards for Members who have renewed.
- Coordinate the closing out of Guest Accounts on a weekly basis.
- Coordinate communication/training of all Club outlet employees and Public Safety Staff on the Club rules and regulations and procedures on an ongoing basis.
- Attend Club Board Meetings as requested by the Club Secretary.
- Keep the disciplinary reports/letters notebooks up to date. Coordinate the writing of the disciplinary letters as directed by the President/CEO.
- Serve as a facilitator of the Rules and Regulations including creating agenda for meetings.
- Supervise the member tracking system; maintaining confidential information updated, and properly recorded/filed. All member information must be updated on an ongoing basis including title changes, inheritance, family deed transfers, and other related Equity Membership tasks.
- Manage the budget reconciliation, submit, and maintain purchase requisitions, and maintain all records of expenses for the Membership Department; prepare and manage the membership department’s annual budget.
- Act as liaison with the Board of Directors and perform other duties as required, e.g., attendance at Rules & Regulations and Membership meetings as needed.
- Introduce potential members to club members with similar interests, backgrounds, business experiences, and mutual friends.
- Submit all Membership payroll information accurately and timely.
- Maintain Membership statistics of month-to-date and year-to-date figures.
- Plan to promote and generate enthusiasm and interest for the Club's social activities; coordinate the efforts of volunteers, hired participants, and the Club's staff.
- Answer phone calls and handle all correspondence for Membership and general operations.
- Display leadership in member hospitality, exemplify excellent customer service and create a positive atmosphere for guest relations.
- Lead effort in recruiting, interviewing, and hiring team members; conduct performance appraisals, coach and counsel, progressive corrective action, motivate, develop, and train.
- Ensure compliance with all membership policies, standards, and procedures by training, supervising, follow-up, and hands-on management.
- Exercise discretion and independent judgment in completing duties related to matters of significance.

DESIRED CANDIDATE QUALIFICATIONS

- College degree is preferred with three (3) to five (5) years of club experience in a similar capacity.
- The ability to interact with members and guests as well as oversee all administrative functions as it relates to the member files including dues and payments.

- Excellent understanding of computers and software programs including Microsoft Access, Microsoft Word, Excel, Outlook, and PowerPoint; technologically proficient and recognizing best practices use of technology to improve 'high touch' service delivery to members. Working knowledge of a Photo ID System is a plus.
- Someone with a history of innovation, and a champion of new ideas and initiatives, looking to consistently improve member experiences.
- A true, confident, diplomatic, and competent industry professional with exceptional "executive presence," who recognizes the importance of accountability, and who has a strong history of success in working with key stakeholders for organizational success.
- Organizationally focused individual who recognizes that obsession with details and consistency of delivery at a high-level result in high member and associate satisfaction, high levels of quality, and an overall outstanding member experience.
- Strong personal qualities of worth, confidence, integrity, credibility, energy, commitment, and humor.

CLUB COVID REQUIREMENTS

The club does not require staff to be fully vaccinated as a provision of employment. NO- COVID testing is required as part of the pre-employment process.

SALARY AND BENEFITS

Salary is open and commensurate with qualifications and experience. The Club, along with the typical senior staff benefits, offers an excellent bonus and benefits package.

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. Shane Krige, President/CEO and the FIC Board of Directors, and clearly articulate why you want to be considered for this position at this stage of your career and why Fisher Island Club and the greater Miami Beach area will be beneficial to you, your family, your career, and the Club if selected.

You must apply for this role as soon as possible but no later than Tuesday, July 6, 2022. Candidate selections will occur shortly thereafter with first interviews expected later that month and final selection in early August.

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

"Last Name, First Name - Resume" &

"Last Name, First Name - Cover Letter – Fisher Island"

(These documents MUST 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 Katy Eliades: katy@kkandw.com

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