

KOPPLIN KUEBLER & WALLACE

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GENERAL MANAGER PROFILE: KIAWAH ISLAND CLUB KIAWAH ISLAND, SC

The General Manager Opportunity at Kiawah Island Club

Kiawah Island Club, one of the most exquisite private club communities in the country is searching for a General Manager (GM) who can contribute leadership, positive energy, contagious enthusiasm, depth of knowledge and hands on participation to his/her TEAM in a private Club environment. The GM will work under the direction of the VP of Operations for South Street Partners, Rob Duckett and work closely with all departments and staff to support services and hospitality and to deliver consistent, exceptional service to the members and their guests.

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

Kiawah Island Club

The Kiawah Island Club is an exclusive private membership club for property owners offering an unmatched collection of amenities and distinctive venues with 10 miles of beaches and 25 miles of bike paths. Kiawah Partners, the master developer of the Island, was acquired by South Street Partners based out of Charlotte, NC in 2013.

The Kiawah Island Club offers Members unsurpassed opportunities for dining, relaxation, sport, and activities. Two of the most notable amenities include award-winning golf courses, the Tom Fazio-designed River Course and the Tom Watson-crafted Cassique course, each featuring a Clubhouse intimately engaged with its golf course. **Cassique Clubhouse**, a 19th-century English country manor that offers commanding views of the golf course and the tidelands surrounding the Kiawah River. World class dining venues include Voysey's restaurant, The Living Room, and Tom's Kitchen. The **River Course Clubhouse** features a pub and grille, living room, dining rooms, ballroom, and expansive gathering veranda. The clubhouse also celebrates the sporting life with two red clay tennis courts, fitness center, a pro shop, plush men's and women's lounges and locker facilities.

Other amenities include the **Marsh House** which offers Club Members an indoor-outdoor gathering spot to meet for conversation, food, drink, or a swim. **The Beach Club** is an oceanfront venue where members enjoy days spent alongside three pools, with lite fare from the gazebo bar, or The Shack, a seasonal poolside grille. Exquisitely fresh seafood and local favorites are served inside at B-Liner, a Member favorite for fine cuisine. **Sasanqua Spa** offers signature treatments to benefit health, promote introspection, and encourage relaxation for KIC members and guests.

The **Sports Pavilion** in Cassique features a state-of-the-art fitness room, group classes, squash courts, tennis courts, swimming complex, and gazebo bar. Rounding out the diverse amenities collection are **The Boathouse** which offers a variety of kayaks and paddleboard options and the **Sporting Club** with a 10-station sporting clays course and offering skeet, trap, and five-stand shooting for every age and skill level.

With a 2010 James Beard Foundation award-winning Consulting Chef Tom Colicchio, The Kiawah Island Club's restaurants provide pinnacle dining opportunities for every occasion.

KIAWAH ISLAND CLUB CORE VALUES

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|-------------|-----------|-----------|
| Hospitality | Family | Respect |
| Balance | Community | Integrity |
| Legacy | Fun | Humility |

KIAWAH ISLAND CLUB BY THE NUMBERS:

- 907 Golf Members, 483 Sports, 608 social
- \$51M Gross volume
- \$23.6M Annual dues volume
- \$6.3M F&B volume
- \$150,000 Golf, \$125,000 Sports, \$85,000 Social Initiation fees
- \$21,420 Annual dues
- Annual Rounds of Golf 31,676 River Course, 37,014 Cassique
- 400 Employees (FTE), 80 Managers and Supervisors (FTE)
- 62 Average age of members
- Club POS - NorthStar, Accounting System - Timberline

Please visit the website at www.kiawahisland.com

GENERAL MANAGER POSITION DESCRIPTION

The GM will operate under the direction of, and in and partnership with South Street Partners Vice President, Rob Duckett within the boundaries of the yearly schedule, annual Club budget and Club Bylaws and Rules, and in accordance with the Club Vision, Mission, Goals and service standards. The GM will oversee eleven Club departments and be present and have eyes on club operations. The GM will work in close collaboration with all departments to result in a high standard of hospitality, service, quality and creativity standards. The position requires excellent administration skills. It also requires timely communication and high visibility with all departments at all times

OVERVIEW OF DUTIES AND RESPONSIBILITIES

- Consistent and positive communication in a timely manner so that all departments can be informed of operations, changes and nuances that occur daily.
- Allocate appropriate administration time for planning, budgeting, scheduling, training and meeting with department heads to anticipate the needs of the Members.
- Plan, manage, participate and provide direction to other department heads as identified by the Vice President and in adherence of the overall Club business plan and respective budgets.
- Enhance the feeling of intimacy throughout the club property by developing meaningful relationships with members and staff.
- Maintain a superior hospitality and service attitude motivated by making decisions based on what is best for the staff, membership and company.
- Maintain high ethical and moral standards that are reflected in daily interactions with the staff, Members and guests.
- Facilitate all club operations and team meetings on a regular basis.
- Work within an annual budget, with monthly variance review, assisted by the Vice President and CFO.

SUPERVISORY RESPONSIBILITIES:

The GM is responsible for the overall direction, coordination, and service of the Club departments. Also, provide assistance and guidance to the Food and Beverage department. The GM will work closely with other department heads in understanding, preparing and supporting Club functions. The GM will carry out management responsibilities in accordance with the organization's policies and applicable Federal and State laws. Responsibilities include planning, assigning and directing work, appraising performance, developing the team, rewarding and offering redirection where needed.

CANDIDATE QUALIFICATIONS

- A minimum of 3-5 years of progressive leadership/management experience having a consistently upward tracking leadership experience in a contemporary business model club or similar hospitality operation known for

high service standards. *The club will consider both current GMs, as well as those "rising stars" with the necessary potential, but who are currently in exceptional club environments as an Assistant General Manager, Club Manager, or having similar responsibilities.*

- Strong management skills with verifiable strengths in team development, financial performance, diverse recreational amenity management, quality food & beverage programming, exceptional member/guest service programming, strategic planning, renovations, and project management.
- The ability to consistently define and achieve goals and objectives.
- Proven and verifiable leadership qualities with demonstrated ability to direct, coordinate, and control all facets of a busy, highly amenitized, full-service club.
- A network of professionals in a wide range of functional skills and disciplines within the hospitality industry that might benefit Kiawah Island Club.
- A *Team Builder*. A person who embodies the persona of ultimate coach and motivator, bringing out the best in others by setting clear goals and expectations, providing consistent feedback and support, and treating others with respect and professionalism.
- A confident, diplomatic, and competent professional who is a *doer* and take-charge person and who recognizes the importance of accountability. A creative problem solver who commands respect through professional interactions and integrity.
- Possessive of strong organizational skills and an obsession with details necessary to achieve high levels of quality, satisfaction, and outstanding member experiences.
- A charismatic individual *with a sense of humor* and style that is commensurate with the culture and expectations of a friendly, fun, and supportive membership and team of associates.

EDUCATIONAL AND CERTIFICATION QUALIFICATIONS

- A Bachelor's Degree from a four-year university or college is highly desirable, preferably in Hospitality Management.
- In lieu of the degree, substantial private club or hospitality experience will be considered.
- Industry certifications preferred but not required, preferred designations: CCM, CCE, CMC, PGA

SALARY:

Salary is open and commensurate with qualifications and experience. The club, along with the typical CMAA benefits, offers an excellent bonus and benefit package.

CLUB COVID REQUIREMENTS: This club does not require staff to be vaccinated as a provision of employment but does require those that are unvaccinated to wear masks.

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.

Preparing a thoughtful cover letter, clearly articulating your alignment and "fit" with the above noted expectations is required. Your letter should be addressed to Mr. Rob Duckett, Vice President and Kiawah Island Club Search Committee and clearly articulate why you want to be considered for this position at this stage of your career and why Kiawah Island Club and the Johns Island 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 Friday, January 21, 2022. Candidate selections will occur early February with first Interviews expected in mid-February and second interviews a short time later. The new candidate should assume his/her role in March 2022.

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

“Last Name, First Name Resume” &

“Last Name, First Name Cover Letter Kiawah Island Club”

(These documents should be in Word or PDF format)

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

Lead Search Executive:

Samuel D. Lindsley

Search and Consulting Executive

216-509-2250 (Cell) – Cleveland, OH

sam@kkandw.com