

KOPPLIN KUEBLER & WALLACE

THE MOST TRUSTED NAME IN EXECUTIVE SEARCH AND CONSULTING

GENERAL MANAGER PROFILE: WINTER PARK RACQUET CLUB WINTER PARK, FL

THE GENERAL MANAGER OPPORTUNITY AT WINTER PARK RACQUET CLUB

Winter Park Racquet Club is seeking a positive, energetic, and highly capable professional who has strong leadership experience to be their new General Manager. The candidate must be one who embodies and demonstrates a confident servant leadership style that promotes a positive culture with an emphasis on team development, training, service, organizational consistency, process and procedure development and financial management skills while maintaining the highest levels of member satisfaction and retention. The new General Manager will help the club execute the long-range plan of the club.

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

ABOUT WINTER PARK RACQUET CLUB AND COMMUNITY

Nestled in the quiet suburbia of historic Winter Park, in Central Florida, on the eastern shore of beautiful Lake Maitland, Winter Park Racquet Club was founded in 1953. The Racquet Club's legacy began with the purpose of "...bringing together those interested in healthful and social pastimes...the development and advancement of all legitimate athletic sports and social activities...and the establishment and maintenance of suitable and convenient places of resort...for the members, their families, and their guests."

The club provides formal, casual and al Fresco dining options in addition to a poolside dining and bar, and they host a variety of indoor and outdoor social parties and events.

The Club's sports facilities provide members and guests with 8 har-tru courts, pro shop, locker rooms, modern, heated Junior Olympic pool complex, sailboats, paddleboards and kayaks.

WPRC offers extensive tennis events, lakefront activities including swim practice, swim meets, and other activities as well as organized junior tennis/swim camps in the summer months. Weddings and similar catered events for are also an important part of the WPRC business model.

Over the last few years, the Club has made meaningful capital investments in its tennis, clubhouse, outdoor dining, landscaping, kitchen and parking facilities to maintain a compelling club member experience

WINTER PARK RACQUET CLUB BY THE NUMBERS

- There are approximately: 445 total members, including 342 full members, 38 junior and 65 social members
- Overall operational revenue: \$5.7M
- F&B volume: \$2.04M
- Employees: 34 FT, 50 PT and Seasonal
- Initiation Fee: \$22,500
- Approximate Annual Dues: \$5,900
- Quarterly F&B minimum: \$183.75
- Monthly Capital Charge: \$76.86
- Average age of member: 55
- Jonas Club management with POS terminals
- The Club is organized as a 501(c)(7) and is a not-for-profit corporation

- Board Members: 13
- The GM reports to the Executive Committee of the BOG

WINTER PARK RACQUET CLUB WEB SITE: www.wprc.net

GENERAL MANAGER - POSITION OVERVIEW

The Board desires a GM who functions in a COO-like fashion, working very closely with the Board of Governors of the Club, and leading an active number of committees. The GM is looked upon as the “face” of Winter Park Racquet Club and, in “partnership” with key volunteers, is a primary “visionary” to ensure that CC consistently executes at an exceptionally high level of personalized service. The GM will continue to look to enhance and elevate the overall membership and staff experience.

A key to his/her success is “putting members first,” and recognizing that the foundation of staff support, mentorship, clear direction and “walking the talk” and “being present” in his/her natural and engaging style. Paying attention to the details of finances, maintenance, SOPs, overall member experience, staff culture and other key areas of success is critical. Clearly, outstanding communication skills, especially the demonstrated ability to “listen and respectfully respond” is essential to success at Winter Park.

Direct Reports:

- Catering Director
- Controller
- Maintenance Director
- Tennis Operations Manager
- HR and Payroll manager
- Head Chef
- Member Services Director

INITIAL PRIORITIES OF THE NEW GENERAL MANAGER

- Understand, embrace, and execute the Board’s vision and strategy. Work in clear “partnership” with the Board, keeping them actively abreast of results, transparency.
- Bring all of the Club’s departments together with a clear focus on the “Winter Park Team” and the Club’s goals and mission. Get to know the Senior Staff, evaluating their abilities, and aspirations, ensuring that they and their respective teams have clear expectations and accountabilities in place.
- Meet and sincerely interact with and engage as many members as possible, “*be present!*” Build trust whenever and wherever possible.
- Establish clear expectations for service and initiate processes for hiring and training staff to attain desired service levels.
- Develop a report to provide the Board with a thoughtful “State of the Club” analysis following an agreed upon timeframe of overview and insight. This document will be part of the ‘roadmap’ to success, staff, plan, budget and other tactics and strategies for short and longer-term goals and should clearly spell out recommendations and opportunities to ensure “first class” delivery of a highly consistent member experience in all areas.
- Review capital projects currently in the planning process, adding insights and perspectives relative to viability and successful outcomes.

KEY ATTRIBUTES

- Be a visible, positive, energized leader who understands the dynamics of a family-oriented club
- Strong leadership and team development experience.
- Superior communication skills, exuding energy and creativity.
- Possessive of a strong record of selecting and developing talent in club senior leadership roles, and helping those departmental leaders continuously develop themselves and their respective staffs in a desire to create a culture of continuous evolution to excellence in execution and delivery.

- A record of success in a similar quality club or hospitality venue that has a verifiable history of strong member and or guest satisfaction and support with a Passion for maintaining the highest levels of service.
- Skilled in creating and implementing strategic plans; anticipating how the Club continues to evolve is important and being on the forefront of trends in clubs.
- Possess a deep knowledge in active club operations, with especially strong F & B and banquet skills as well as strong financial acumen and use of technology.
- An experienced hospitality professional who is member- centric and can create an environment where the staff looks forward to coming to work every day.
- A confident, diplomatic, and competent professional who is a *doer* and take-charge person and who recognizes the importance of accountability. A problem solver who commands respect through professional interactions and integrity.
- A track record of results in governance/leadership partnership with active Member Boards.
- Naturally outgoing, conversant, respectful, and diplomatic, but able to say “no” when appropriate without alienating members or staff while doing so.
- Possessive of strong organizational skills and an obsession with details necessary to achieve high levels of quality, satisfaction, and outstanding member experiences.
- Effective financial management skills through oversight of annual operating and capital budgets.
- Uses plans and metrics to set goals, measure and report on performance, and make corrections as needed.
- A charismatic individual *with a sense of humor* and a demeanor that is commensurate with the culture and expectations of a friendly, fun, and supportive membership and team of associates.

CANDIDATE QUALIFICATIONS

- A minimum of 5 years of verifiable, progressive leadership and management experience in an active, private member focused club or a premiere hospitality environment. NOTE: Those current Assistant General Managers or Club Managers at clubs or in the hospitality field, with verifiable records of achievement, will be considered for this role.

EDUCATIONAL AND CERTIFICATION QUALIFICATIONS

- A Degree is highly desirable, preferably in Hospitality Management or Business. In lieu of the degree, substantial private club or hospitality experience will be considered.
- Certified Club Manager (CCM) designation preferred.

CLUB COVID REQUIREMENTS

This club does not require staff to be fully vaccinated as a provision of employment.

SALARY AND BENEFITS

Salary is open and commensurate with qualifications and experience. The Club offers an excellent bonus and benefit package, including CMAA 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 in your LinkedIn Profile.

Prepare a thoughtful cover letter addressed to Mr. Jeffrey Schwartz; President and clearly articulate your alignment with this role and why you want to be considered for this position at this stage of your career and why the Winter Park Racquet Club and the Central Florida 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 February 2, 2022. Candidate selections will occur later that month with Interviews expected in early March and live second interviews mid-March. The new candidate should assume his/her role in as soon as reasonable, ideally in April.

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

“Last Name, First Name - Resume” &

“Last Name, First Name - Cover Letter – Winter Park”

(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 Patty Sprankle: patty@kkandw.com

Lead Search Executive:

Len Simard

Search Executive, KOPPLIN KUEBLER & WALLACE

407-463-8923

len@kkandw.com