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GENERAL MANAGER/CHIEF OPERATING OFFICER PROFILE: WINDSTAR ON NAPLES BAY NAPLES, FL

GENERAL MANAGER/CHIEF OPERATING OFFICER AT WINDSTAR ON NAPLES BAY

One of the finest private member-owned clubs in Naples, Florida, Windstar on Naples Bay is searching for a highly engaging, visible, and “hands-on” leader with an outstanding track record of success to serve as their next General Manager/Chief Operating Officer. The ideal candidate will possess a high level of food and beverage knowledge and be well-versed in club operations, while also having the ability to curate premier member experiences. This individual should be a dynamic team builder who will delegate, empower, and mentor their team members as well as consistently elevate performance and drive a culture of continuous “evolution to excellence.” Critical to the individual’s success is the skill to adapt and innovate, creating a lifestyle brand and a strategic vision that is reflective of the mission, vision, and values of Windstar on Naples Bay.

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

ABOUT WINDSTAR ON NAPLES BAY

Windstar on Naples Bay is one of the finest private and member-owned country clubs Naples, Florida has to offer. Situated just minutes from Old Naples, the Club is the centerpiece of Naples and the only gated golf community on the bay, with both a marina and private beach (managed by the HOA). The Club culture revolves around friendship, fitness, and the Florida lifestyle, and the membership is comprised of both community residents and non-residents.

The Club recently underwent an extensive renovation project and opened its new facilities in February 2024. The beautifully appointed and newly designed facilities reflect coastal living at its finest, embracing the stunning bay views and maximizing indoor and outdoor space for members to enjoy. Dining offerings and an active calendar of social events take place throughout the Club at The Sunset Bar and Veranda, The 1700 Grille (indoor and outdoor casual dining), The Bayview Dining Room, The Marketplace, and the Osprey, an adult game room perfect for private events. The Club also features wine lockers and elegant private dining rooms for meetings and/or dining experiences. The meticulously maintained eighteen-hole championship golf course, designed by Tom Fazio, delivers eight sets of tees strategically placed, which caters to golfers of varying skill levels. Additionally, the Club has six Har-Tru tennis courts with two lighted courts for night play, and three regulation bocce courts. Future capital projects on the horizon include a new, stand-alone, state-of-the-art fitness center, which will be presented to the members for a final vote.

WINDSTAR ON NAPLES BAY BY THE NUMBERS

- 350 golf members; 250 social members (Membership is capped); 73 on waitlist
- \$100,000 initiation fee (full golf member)
- \$16,200 annual dues (including \$2300 capital dues)
- \$10.3M approximate gross annual volume
- \$2.1M approximate F&B volume (will exceed this year due to new facilities)
- 52 FTE employees; 73 seasonal employees
- \$4.4M approximate gross payroll
- 68 average age of members

- 33,000 approximate annual rounds of golf
- The Club uses Jonas for Accounting/POS

WINDSTAR ON NAPLES BAY WEBSITE: www.windstarclub.com

GENERAL MANAGER/CHIEF OPERATING OFFICER – POSITION OVERVIEW

The General Manager/Chief Operating Officer at Windstar on Naples Bay will have full responsibility for all aspects of operations of the Club, effectively managing all resources, and is expected to be the embodiment of an exceptional member-centric experience, providing a clear 'tone at the top' model of conduct. The GM/COO will lead the management team and be representative of modern management best service and member experience practices while promoting a positive, engaging, responsive, and highly competent, but comfortable and casual service culture in all operations. Being especially hands-on, personable, approachable, and "present" is a critical success factor for the successful next General Manager/COO.

The successful new General Manager/COO must possess especially strong skills in team building, mentoring, and holding accountable senior staff and a group of meaningfully engaged and well-regarded employees. The GM/COO will have oversight responsibilities for all departments, personnel, goals, objectives, and overall performance management.

Direct Reports will include the Assistant General Manager, Controller, Director of Golf, Golf Course Superintendent, Wellness and Tennis Director, Membership and Marketing Director, and Executive Assistant.

Some of the broader management and leadership functions and responsibilities of the role include:

- A proven "culture builder," with the ability to innovate, evolve, pursue, and drive a "culture of continuous evolution to excellence."
- Exceptional team-building skills at a top-tier level of service delivery, especially in a high-end luxury environment and/or member-owned club environment, where setting forth a clear vision with distinct accountabilities has occurred.
- A strategic, innovative, progressive, and visionary leader, who can define and create a "lifestyle brand" that truly reflects the core of Windstar on Naples Bay.
- Strong general management skills with a natural executive presence and "gravitas," with verifiable strengths in inspirational leadership, financial performance, people skills, and recreational amenity management. Especially strong credentials are preferred in quality food and beverage programming, exceptional member/guest service programming, strategic planning, and most importantly, the ability to consistently define and achieve goals and objectives.
- A willingness to understand and deploy industry best practices.
- Verifiable ability to attract, hire, develop, and lead a high-performing team of professionals while setting and maintaining standards of performance.
- Excellent financial skills, with the ability to quickly assimilate numbers and reports. Knowledgeable regarding typical club financial issues of funding, cash flow, project analysis, etc. Aware of critical benchmarking and financial metrics that lead to a proactive response to trending curves.
- Exceptionally strong communication and facilitation skills, both written and verbal, with the appropriate personal presence, desire, and ability to interact effectively before diverse constituencies of members, staff, and vendors.
- Strong listening skills and the ability to absorb a multitude of ideas and filter to the most important and viable options for action and completion.
- Knowledge and execution of large-scale capital projects.
- Ability to effortlessly engage various groups of member constituents and create synergy amongst the various factions of membership.
- A true "hospitality professional" with a genuine passion for interacting with members and staff.

INITIAL PRIORITIES OF THE NEW GENERAL MANAGER/CHIEF OPERATING OFFICER

- Listen, interact, observe, evaluate, and spend time to understand what makes Windstar on Naples Bay a special and unique place. Be a thoughtful, engaging, genuine, consummate professional and diplomatic leader who gets to know the team and members, their families, and their involvement.
- Evaluate the Windstar on Naples Bay member experience in all areas, establish an “agenda for excellence,” and operate accordingly. Focus on attention to detail, enforce standards, and cultivate a culture of accountability.
- Develop and outline strategies pertaining to member communications and measuring member and employee satisfaction. Implement effective ways to listen and measure results, and act when needed to increase levels accordingly.
- Learn the local area and the key relationships that need to be fostered and developed for the Club’s success.
- Conduct a full HR review. Evaluate existing practices in place and assess the skills and capabilities of the team members. Review the organizational chart and make recommendations for changes needed. Prioritize the attraction, retention, development, and engagement of human resources.
- Become familiar with the capital projects that are underway and in development. Establish relationships with external partners to continue the path of successful development, execution, and completion.
- Engage and collaborate with the Board and the management team on the strategic process of the Club.
- Foster and strive to create synergy with the Master Association of Windstar on Naples Bay Community leaders.
- Create a “State of the Club” report to the Board after ninety (90) days of evaluation and observation, providing keen insights and recommendations regarding procedures, staffing, programming, and other key processes within Windstar on Naples Bay.

CANDIDATE QUALIFICATIONS

- 3 - 5 years of experience as GM/COO in a high-performing private club with excellent visionary and leadership skills and a deep understanding of club culture and member relations. Candidates who are “Rising Stars” in the industry with a track record of success will also be considered.
- Possessive of a genuine, likable, enthusiastic, positive, and upbeat personality that puts people at ease. Honesty, humility, straightforwardness, integrity, accountability, easy approachability, and dedication to the Club are critical leadership skills necessary for success. The GM/COO should be able to inspire and motivate others and earn the respect of the members and employees as well as the community (both internal and external) at large.
- A true leader who can work closely with others in a team concept, supporting and learning from each other.
- Possessing strong food and beverage skills and experience, financial acuity, exceptional organizational and administrative skills, and excellent communication, along with strong skills in planning, maintenance, programming, activities, and other traditional club competencies.

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, CCE, or PGA 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.

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. Dan Miele, Search Chair, and clearly articulate your alignment with this role, why you want to be considered for this position at this stage of your career, and why Windstar on Naples Bay and the Naples, FL 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 Thursday, June 20, 2024. Candidate selections will occur early July with first Interviews expected mid-month and second interviews a short time later. The new candidate should assume his/her role no later than October.

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

“Last Name, First Name - Resume” &

“Last Name, First Name - Cover Letter – Windstar on Naples Bay”

(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 at alice@kkandw.com.

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