

KOPPLIN KUEBLER & WALLACE

THE MOST TRUSTED NAME IN EXECUTIVE SEARCH AND CONSULTING

GENERAL MANAGER POSITION: WINDSOR CLUB VERO BEACH, FL

GENERAL MANAGER AT THE WINDSOR CLUB

The Windsor Club is seeking a General Manager (GM) who will be a strong, detail-oriented leader possessing a deep passion for this unique property in one of the most desirable locations in Florida. This exciting opportunity calls for an individual who is a sincerely and visibly engaged leader providing the enthusiasm to continue guiding the Club and Community with its focus on being an exclusive private residential enclave with a private sporting and social club where family and friends can thrive. The GM, by credentials, reputation, and verifiable history, will lead a high-performing and well-regarded group of fellow team members to advance Windsor's strategic initiatives – high levels of personalized member experience, a respectful, courteous, an exceptional array of activities, programs and services, all provided in an exquisitely designed community with outstanding architecture and landscaping. The current long-tenured General Manager is leaving with a strong legacy of success and high membership satisfaction levels throughout the property.

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

ABOUT WINDSOR CLUB

Situated between the Atlantic Ocean and Intracoastal waterway, Windsor features 350 homesites, of which over 275 homes and condominiums have been completed, along with a Robert Trent Jones-designed golf course, a Golf Clubhouse with multiple dining venues, a full-sized Polo field for exhibition matches which doubles as a driving range, an Equestrian Centre, a Tennis Centre with eight courts, a croquet lawn equipped to championship standards, a Beach Club with restaurant and veranda overlooking the Atlantic Ocean, a patio bar, pool, Cabana Bar and Poolside Grille, a Fitness & Wellness Centre (with a new, much larger one in design), an underground tunnel connecting the Central Village to the Beach Club, a central Post Office, Town Hall, Village Store and designated dog park! Additionally, off-property to the west, Windsor boasts a unique Gun Club amenity exclusively for member use.

An exclusive, architecturally distinctive community, Windsor members enjoy a unique sense of connection in Windsor's vibrant Village Centre and through its rich cultural programming, including an extraordinary speaker series and annual exceptional artist shows. A new and final phase of the community has just opened, with 44 remaining properties being made available to members and over 20 already committed.

Membership in the Club is by invitation only and is limited to 350 member families. Of those, 295 are Golf Memberships. Vero Beach is considered one of the most desirable areas in Florida, and it is convenient to both Orlando and the greater West Palm Beach areas.

WINDSOR CLUB BY THE NUMBERS

- 350 total members; 295 Golf, 55 Windsor (Non-golf) Memberships
- Approximately \$15M Annual Gross Revenue
- Approximately \$8M Annual Dues Revenue
- Approximately \$4.3M Annual Food & Beverage Revenue
- The average age of members is 67
- JONAS POS/Accounting System

WINDSOR CLUB WEBSITE: www.windsorflorida.com

The General Manager reports to the President of Torwest, Inc., the Development Company of Windsor. As part of an anticipated turnover from Developer to Membership in 2027, they will work closely with initial Advisory Boards for both the Windsor Community Association and the Windsor Club. The GM oversees both operations---Community and Club---and is expected to provide quality, engaged, highly interactive, and visible leadership, ensuring that members/residents enjoy the finest services, amenities, programming, and overall community ambiance and maintenance. He/She is expected to be a highly visible “face” of operations and display excellent communication skills with both members and staff. He/She is responsible for the success of all operational aspects of Club and Community goals. He / She is expected to devote his/her full time and attention to operations, planning, and staff management.

Working with newly developed Committees as part of the eventual transition to Member ownership is essential to the new GM’s role. He/She will be helping to establish charters, processes, and appropriate involvement from volunteer leaders as this process evolves, requiring focused, diplomatic, and thoughtful partnering. The expectation and strong desire are to have the successfully selected General Manager seamlessly transition the property to Member ownership and continue to lead operations after doing so, including working with a more traditional Board of Directors. Consequently, a consistent focus on balancing both entity expectations throughout the process is critical and why the Member Boards have been established to be involved in the transition.

DIRECT REPORTS INCLUDE:

- Director of Purchasing and Distribution
- WCA & Property Manager
- Facilities Director
- F & B Director
- Executive Chef
- Club Communications Specialist
- Golf Course Superintendent
- Director of Golf
- Director of Tennis
- Manager of Fitness & Wellness
- Director of Member & Guest Services

CANDIDATE QUALIFICATIONS

The ideal candidate must practice a consistently and intuitively respectful, "hands-on" management style and, as noted previously, must be regularly visible and engaged with guests, members, and employees in all areas of the property and operation. He/she will monitor the execution of service quality involving all departments in compliance with clearly defined service standards. He/she will develop, review, and/or enhance strategies and programs to further the guest and member experience. He/she will plan, develop, and approve specific operational policies, programs, procedures, and methods in concert with the President’s and Owner’s objectives.

The pedigree of prior club and community leadership experience is especially important for success in this role. Understanding and having been in a highly respected, recognizable, and traditional club is much preferred, as most Windsor members also belong to significant and iconic clubs around North America.

The successful new General Manager:

- Should have a minimum of 10 years of progressive experience in private club operations, member-owned residential club communities, or resort hospitality environments. Current or past affiliation with upscale, high-end residential community clubs or destination resorts/communities with top reputations is most attractive. Previous significant experience with direct and specific responsibility managing and/or interfacing with a Property Owners’ Association is highly desirable.

- Should possess strong general management skills with verifiable strengths in financial performance, diverse recreational amenity management, quality food and beverage programming, team development, exceptional member/owner/guest service programming, strategic planning, project management, community/common area related issues and, most importantly, the ability to define and achieve goals and objectives consistently are all critically important in this role.
- Being outgoing and personable with excellent diplomacy and interpersonal skills should be a natural and intuitive style and approach.
- Should be a charismatic, compassionate, and highly professional demeanor and someone who truly enjoys the hospitality/club environment, especially in a residential community and highly personalized setting.
- Should possess team builder skills with experience training, guiding, developing, and maintaining staff, especially H2B and J1 workers.
- Should possess solid communication skills, both verbal and written.
- Will have a naturally high level of detail orientation to maintain and enhance Windsor's unique and special 'presentation' of amenities and facilities.
- Should possess proven experience providing "best in class" service levels for members and guests.
- Having depth and demonstrated skills in food and beverage operations are essential.
- Should possess excellent financial and budgeting skills as the property heads to turnover, and a balanced budget is anticipated.
- Will have proven experience with innovative and creative programming and a history of innovative and well-supported member event execution.
- Will have a sound understanding of golf operations, golf course management, fitness/wellness, equestrian, and all other key amenities/programming areas of the community.
- Will have depth of experience with overseeing complex capital and operational projects.

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, CMC, or PGA are encouraged but not required.

SALARY AND BENEFITS

Salary is open and commensurate with qualifications and experience. The club offers an excellent bonus and benefits 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 on your LinkedIn Profile.

Prepare a thoughtful cover letter addressed to Ms. Elizabeth Hanley, President and Chief Executive Officer, Torwest, Inc. 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 Windsor Club and the Vero Beach, 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 Friday, June 15, 2024. Candidate selections will occur later that Month, with the first interviews expected in early/mid-July and the second interviews a short time later. The new candidate should assume his/her role as soon as possible after selection.

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

"Last Name, First Name - Resume" &

"Last Name, First Name - Cover Letter - Windsor"

(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 Executives:

Kurt D. Kuebler, CCM, CMAA Fellow
Partner, KOPPLIN KUEBLER & WALLACE
561-747-5213 (M) - Jupiter, FL
kurt@kkandw.com

Thomas B. Wallace III, CCM, CCE, ECM
Partner, KOPPLIN KUEBLER & WALLACE
412-670-2021 (M) – Cleveland, OH
tom@kkandw.com