

**ASSISTANT GENERAL MANAGER PROFILE:
MARINER SANDS COUNTRY CLUB
STUART, FL**

ASSISTANT GENERAL MANAGER OPPORTUNITY AT MARINER SANDS COUNTRY CLUB

Mariner Sands Country Club is at a great stage of its existence; it is going through a major new \$38.0M clubhouse construction project that is the continuation of several projects over the past few years. Being part of the significant reimagination effort of the Club will be an invaluable experience for the new Assistant General Manager (GM), who will be the 'face' of clubhouse operations, the reopening plan, and much of the social fabric of this thriving community.

Located in Stuart, Florida, Mariner Sands was one of the early residential golf club communities in the area, which is poised to become the 'new' epicenter of the golf world with eight new courses being built in the nearby area. Being part of this effort, working with a new GM/COO, and being at the forefront of a major reopening of Mariner Sands is an invaluable experience for a top #2 ready to be part of a vibrant, strategic club community in one of the best areas of Florida in which to live.

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

MARINER SANDS COUNTRY CLUB, COMMUNITY AND LOCAL AREA

Mariner Sands is a gated private country club community in Stuart, Florida. It features two championship 18-hole golf courses with real estate that spans over 880 acres of land featuring beautiful homes with golf course and lake views. Club amenities include a clubhouse with world-class dining, two golf practice facilities, and driving range, nine Har-Tru tennis courts, an expanded pickleball facility, a newly renovated pro shop, a community swimming pool featuring the Sand Bar Café, state-of-the-art fitness center and spa, croquet, bocce, chapel and two dog parks on site.

Mariner Sands recently renovated the club's two championship tracks. The last piece of Mariner Sands capital improvement plan that started in 2015 is the building of a new clubhouse which is currently underway with an expected completion in 2024.

Beyond the many amenities of the club, Mariner Sands is a neighbor to other attractions just beyond the gates. The beautiful beaches of Jupiter Island are minutes away. Marinas in nearby Port Salerno offers boat and dock rentals, sport fishing, and other marine services. Famous for its fishing, boating, beaches, and casual vibe, Stuart, is also admired for its historic downtown on the St. Lucie River. Restaurants, local craft breweries, and quaint shops abound in pedestrian-friendly Stuart, and headline cultural performances are offered by Stuart's Lyric Theatre.

Shopping and cultural attractions in Palm Beach County are an easy drive south and include the Gardens Mall in Palm Beach Gardens, the Kravis Center for the Performing Arts in West Palm Beach, and the Maltz Theatre in Jupiter. In addition, Major League Baseball spring training is a short drive both north and south. The New York Mets play at Traditions Field in Port St. Lucie and the St. Louis Cardinals and Miami Marlins in Jupiter at Roger Dean Stadium.

MARINER SANDS COUNTRY CLUB BY THE NUMBERS:

- The Initiation fee is \$100,00 for Golf Members
- Annual dues for a full member are \$26,500
- There are 771 Property Owners with approximately another 40 in non-resident categories
- Approximately \$17.0M Annual dues, including both Club and POA
- Approximately \$20.7 Total Revenue from all sources
- Approximately \$1.6M F&B Revenue (running out of temporary facilities)
- Approximately 180 Employees (FTE) year-round with several additional seasonal staff members including 14 – 20 H2B temporary workers

- There are 9 Board members, each serving 3-year terms
- 66 is the average age of membership
- The Club uses ClubEssentials for its POS, accounting and website
- There are approximately 45,000 rounds of golf played annually on the Club's 36 holes
- The Club and Community are organized as an 1120 corporation under Florida code section 277

MARINER SANDS COUNTRY CLUB WEBSITE: www.marinersands.com

ASSISTANT GENERAL MANAGER POSITION OVERVIEW

The AGM is a key member of the Club's management team, directly overseeing the clubhouse operation including the food and beverage front of the house staff, events and communications, housekeeping, racquet sports, fitness and wellness, and working closely with all other key departmental leaders who report directly to the GM/COO. The AGM is also responsible for the operation of all aspects of the club in the absence of the GM/COO.

The Assistant General Manager will have full responsibility for all aspects of the Clubhouse operations managing all resources and will have a direct role with all other Department Heads reporting to the GM/COO. The AGM is expected to consistently deliver an "exceptional member experience," and ensure that his/her team is fully trained to do so as well, along with being the epitome of a cultural foundation that is developed throughout the organization. The AGM will work with and lead a capable team, many of whom have many years of tenure at the Club, but also with the expectation of a fairly large contingent of new team members coinciding with the opening of the new clubhouse. The AGM will be challenged to introduce modern management practices and support all employees of the Club, regardless of their department, to foster a positive and collaborative service culture in all operations.

The AGM is expected to be an interactive member on Club Committees, working together with members, the GM/COO, and staff to make decisions to achieve the goals identified in each department. The importance of working with the Board and Club committees cannot be underestimated; the Club's committees are an important part of its success, and the ability to listen and contribute is a necessary and important skill set.

The focus of the AGM will be to understand that the membership and staff are both vital to the Club's overall success. The AGM should be visible, understand all aspects of the Club's operation, and communicate clearly.

DIRECT REPORTS

Director of Fitness, Croquet and Bocce, Director of Racquet Sports, Banquet Manager, F & B Director, Clubhouse Reception, Executive Chef, and others as the new GM/COO reimagines the organizational chart.

WORKS CLOSELY WITH

Director of Golf, Director of Agronomy, Director of Facilities Maintenance, Director of Membership, Director of HR, Director of Finance, Director of Security and Communications Manager.

KEY SKILLS FOR SUCCESS

- Listen, observe, learn, assess, and act to continually improve service and performance.
- Strong F & B skills and experience to coordinate a significant reimagination of the program at Mariner Sands.
- Get to know members and staff as quickly as possible, engaging them in a sincere and enthusiastic manner.
- Work closely with the GM/COO, Directors, staff, and committees to gain a thorough understanding of the Club's history, culture, and traditions which will provide confidence and guide decision-making.
- Maintain focus on the food and beverage operation, and development of the member events and communications program to deliver ongoing consistent execution of service standards that delight the membership and their guests.
- The AGM needs to clearly understand the Club's financial model and financial reports. The AGM needs to be able to interpret the financial model, its history for implementation, and the need for adherence by all departments/managers, and clearly understand how each department develops and achieves financial projections.

- Focus on key elements to the Club's long-term success; Member satisfaction driven by building a staff culture of friendly, consistent, and effective service, member engagement supported by robust and unique programming, membership onboarding and retention efforts, as well as a strong focus on details of operational presentation of member areas is critical.
- Active participation in CMAA with a focus on maintaining professional relationships, continual education, and the willingness to benchmark the club's operation with the best clubs in the country.
- The AGM, through "management by walking around" will lead a team of friendly, engaging, competent, and passionate staff who are committed to serving the Club's members.
- Proven training and management development experience, along with a history of developing, implementing, and maintaining strong standards and SOPs.
- Effective team building and leadership skills.
- Aptitude for attentiveness to member services and satisfaction.
- Extensive wine knowledge and wine program development experience.
- Strong planning and administrative skills including budget and P&L management.
- Superior communication skills, exuding energy, and creativity.
- 100% buy-in into the evolving Mariner Sands team culture.
- Confidence to remain calm and poised in dynamic situations.
- Ability to act as a "courageous thought partner" with the GM/COO and Member Committees.

PRIMARY RESPONSIBILITIES

- Sincere and significant engagement of members, guests, and staff; listening to their concerns and suggestions; observing, assessing, and evaluating all areas of responsibility; and working closely with the GM/COO to implement appropriate and incremental improvements.
- Provides input and cooperates with the GM/COO in preparation of the annual operating and capital budgets.
- Hires, trains, and develops employees; plans and coordinates training and development programs to ensure that the end-to-end experience is at a consistently high level; manages the long-range staffing needs of the department.
- The AGM is ultimately responsible for ensuring that all member and club events are well-conceived and executed. Important life events of members are frequently celebrated at the Club, and the AGM will have a critical role in making the parties a success, thereby increasing member satisfaction.
- **INITIALLY, BE LASER FOCUSED ON PLANNING FOR A SUCCESSFUL OPENING OF THE NEW CLUBHOUSE IN 1st QUARTER 2025!**

OTHER RESPONSIBILITIES

- Monitors budget goals to achieve them.
- Develops policies and procedures and directs/supervises the work and tasks of assigned department managers and associates including Food and Beverage, clubhouse operations, and other areas as required.
- Supervises the procurement of all food, liquor, and supplies for use in the clubhouse facilities. Supervises delivery of goods and services received; verifies all clubhouse invoices, taking advantage of discounts and allowances offered.
- Attends House Committee meetings and coordinates all social events with them.
- Responds to member/guest complaints and address their concerns.
- Monitors safety issues and employees' conformance with safety procedures.
- Prepares clear and concise reports and maintains effective employee/employer relations.
- Assists in personnel management for each employee's yearly performance evaluations, responsible for employee safety, personnel discipline, and the daily work schedule.

CANDIDATE QUALIFICATIONS

- Extensive experience required in business management and administration with particular emphasis on country club and HOA/POA operations. Business degree and a CAM license preferred, but not required. Should have an informed working knowledge of golf, tennis and related country club operations, in addition to POA/HOA operations.
- Exceptional financial business acumen with a helpful understanding of how to leverage high tech to further improve high-touch
- Excellent judgment as a leader and motivator with high EQ

- Effective time management and prioritization skills
- Preferably, a CCM or equivalent certifications, along with a strong peer network
- The Club has prioritized South Florida candidates with a strong network of peers, vendors, and understanding of the local club community environment. While prioritized, candidates with the above-noted background, experience, and skill sets from all other areas of the country will be considered as well.

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.

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. Rick Orsi, GM/COO, and the Mariner Sands Search Committee 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 Mariner Sands and the Stuart 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 June 15, 2024. Candidate selections will occur later that month with the first Interviews expected in late July 2024 and the second interviews a short time later. The new candidate should assume his/her role as soon as reasonable after selection, understanding appropriate notice must be given to their current employer.

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

"Last Name, First Name - Resume"

"Last Name, First Name - Cover Letter – Mariner Sands"

(These documents should be in Word or PDF format)

[Click here](#) to upload your resume and cover letter.

If you have any questions, please email Patty Sprankle at patty@kkandw.com

Lead Search Executive:

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