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DIRECTOR OF PEOPLE & CULTURE PROFILE: BOCA WEST COUNTRY CLUB BOCA RATON, FL

DIRECTOR OF PEOPLE & CULTURE AT BOCA WEST COUNTRY CLUB

Boca West Country Club is seeking an accomplished and approachable Director of People & Culture to lead the people operation at their progressive and forward-thinking country club. This role will set and execute the club's human resources strategy including talent acquisition, succession planning, organizational development, employee and labor relations, compensation, benefits, learning, and employee engagement.

This is an excellent opportunity for a seasoned HR professional who has the proven ability to think strategically but also loves the day-to-day HR responsibilities and personal employee interactions. This key role goes beyond the traditional HR role of simply administering to the operation; we are looking for a relationship-builder who is a driven, innovative, hospitality-infused leader.

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

ABOUT BOCA WEST COUNTRY CLUB

Located in the heart of Boca Raton, Florida, in Palm Beach County, Boca West Country Club is a private, resident-only, luxury country club community. With four championship golf courses, an award-winning USTA tennis facility, a luxurious spa, six renowned restaurants, and an active social community – all surrounded by 1,400 acres of lush, tropical landscaping - Boca West offers an incomparable lifestyle and impeccable service. Coming soon is the completion of a \$60 million Lifestyle Campus that includes a seismic 90,000 square foot Aquatics Center with five pools and a new restaurant bar, as well as a full-scale renovation of the two-story Sports Center Complex that will include spin, aerobics, Pilates, and core training. A serene spa relaxation courtyard will be added with an outdoor wet area as well as an outdoor rooftop bar and terrace overlooking the magnificent Palmer Golf Course. (190,000 sq ft total)

Boca West has been named a 2021, 2022 & 2023 Top Workplace *USA by Energage* and 2020, 2021, 2022 & 2023 *South Florida Sun-Sentinel* Top Workplace. BWCC has been honored to be a Platinum Club of the World since 2017 currently ranked 4th out of 100 by Club Leaders Forum, has received a 5-Star Private Club ranking by Platinum Clubs of America since 1997; and has been recognized since 2013 as an Elite Distinguished World Club by *BoardRoom* magazine.

BOCA WEST COUNTRY CLUB BY THE NUMBERS

- Membership size: Approximately 3,500 family members, 2,100 Golf Memberships, 370 Racquet Memberships, totaling nearly 7,000 members in all.
- Average member age: 68
- Club's gross revenue: \$95M
- Annual Dues volume 59.5M
- Employee Headcount: Approximately FT – 450; Seasonal – 400
- HR Operating Budget: \$3.5M
- Number of HR direct reports: 8 - HR Manager, Recruiting Manager, Benefits and Culture Coordinator, HR receptionist, Employee Van Drivers
- Club HRIS/ATS/Payroll System: UKG
- Tax Status: 501c7

BOCA WEST COUNTRY CLUB WEBSITE: www.bocawestcc.org

DIRECTOR OF PEOPLE & CULTURE – POSITION OVERVIEW

The Director of People & Culture at Boca West Country Club reports directly to the Chief of Staff and is charged with leading the team that serves its most important assets: its employees. In this role, the Director of People & Culture will be a senior executive and key business partner, charged with creating, enhancing, and executing all talent programs, and will be an integral part of this innovative, high performing team. The Director of People & Culture will work hand in hand with the operations team to create and connect the Club's people strategy to the overall Club business strategy to achieve results. With an intuitively engaging and approachable style, the successful candidate will display leadership and professionalism in balancing strategic and administrative responsibilities with the need to be highly visible and interactive with all departments and staff members.

The Director of People & Culture has eight direct reports. This role will office out of BWCC and will work an in-person work schedule, with occasional nights, weekends, and holidays as needed in the hospitality industry to support the operations team.

While it goes without saying that a solid, technical Human Resources background is necessary in this role, the following critical skills and traits centered on building and developing a cohesive team are required to be successful at our Club. A successful candidate will:

Be a trust-builder:

- Do people trust you and believe you are a person of your word?
- Do individuals you work with trust you with confidential information?
- When you say you will do something, do you follow through?

Be a motivator:

- Do you have innovative culture-building ideas that create team cohesiveness?
- Do you make all employees feel like rock stars, no matter what the position?
- Do employees love coming to work because of the impact you make?

Be a listener who really *hears*:

- Do people come to you when they are upset?
- Would your team say you are easy to talk to, warm, pleasant, and gracious?
- Are you patient enough to listen even when your day is busy?

Be comfortable *not* being behind a desk:

- Do you spend time daily in your operation?
- Do you remember everyone's name in the organization?
- Would others say you relate well to all kinds of people?

Be a barrier-remover:

- Do you make sure process doesn't get in the way of progress?
- Do others appreciate that you make it easier for them to do their job?
- Are you comfortable stepping up to conflict and finding common ground to resolve it?

Be a never-ending learner:

- Are you personally committed to your own continuous learning?
- Are you involved in your professional community?
- Do you have a solid self-awareness of your strengths and weaknesses?

Human Resources Strategy, Administration and Compliance

- Drives the development and implementation of HR policies and procedures, updates and revises as needed to ensure relevance and compliance.
- Performs benchmarking activities and explores new strategies as appropriate. Monitors trends and performs analysis, adjusts as needed.
- Consults with legal counsel as appropriate and/or as directed by the Leadership Team on Employee concerns about EEOC, harassment, and lawsuits.
- Annually reviews and makes recommendations to the Leadership Team to improve the Club's policies, procedures, salary/compensation program, and practices on employment matters.

Employee Recruitment, Selection, and Onboarding

- Strategizes with department heads to create a recruitment and retention strategy, building a strong applicant pipeline in all areas of the Club, and overseeing the international staffing initiatives including the H2B program.
- Creates a strong interviewing process and protocols; trains managers in effective interviewing techniques, ensuring HR serves as the culture gatekeeper for the Club.
- Tracks recruitment metrics such as turnover, time-to-fill stats, and exit interview data and provide recruitment insights to the management team.
- Oversees the development and implementation of the employee orientation program and works with managers to ensure effective training programs are used at the department level.

Employee Engagement & Performance Management

- Maintains a presence in Club operations by frequently engaging with employees in their work areas around the Club and creating a welcoming environment in the People and Culture Department.
- Encourages employees to provide feedback and share concerns, acting on feedback in a timely manner.
- Develops the Club's progressive discipline program with Leadership Team, drives Employee performance appraisal efforts, and facilitates the annual employee engagement survey.
- Coaches managers on job-related discipline, concerns, and discharges, providing appropriate training for managers on coaching, counseling, and progressive discipline.
- Drives Employee engagement efforts by creating employee events and recognition programs, and providing effective employee communication, using all avenues, especially the digital space.

Employee Benefits and Compensation

- Manages the Club's group insurance, including enrollments and renewals, auditing invoices for accuracy, and processing for timely payment. Creatively communicate benefits information to the team regularly.
- Completes an annual review of Employee wages; reviews increases and changes to pay structures to ensure wages conform to budget requirements and competitive market shifts throughout the year.

INITIAL PRIORITIES OF THE NEW DIRECTOR OF PEOPLE & CULTURE

As an integral part of BWCC's management team, the following priorities have been identified as recommended primary focus:

- **CONNECT** – Build relationships, listen, observe, meet, and learn about the various departments and staff. Get to know what makes Boca West a special place to work.
- **HR COMPLIANCE** – Assume responsibility for the HR basics: benefits administration, employee onboarding and offboarding, etc. Ensure the essentials are getting done.
- **ASSESS & EVALUATE** – Evaluate current Human Resource operations and create a human resources strategy and action plan for enhanced operations moving forward. This will include a heavy focus on recruitment strategies, technology innovation, and other Club strategic initiatives as determined by the Board; Create a talent pipeline through mentorship and development to support future recruitment needs; Develop a strategic employment branding plan, working with the leadership team to create a desirable and recognizable employment brand in the marketplace and branding all internal employee communications and programs.

CANDIDATE QUALIFICATIONS

- A history of progressive HR management experience within a hospitality, service-oriented culture.
- Exceptional understanding of all functions of Human Resources and a robust knowledge of applicable federal/local/state laws and HR best practices.
- Must be technologically savvy, highly computer literate, and comfortable with other digital platforms.
- A proven track record of creative and effective recruitment techniques, initiatives, and results.
- Ability to work with a high level of confidentiality and professionalism, demonstrating sound judgment.
- Ability to work with and through others, building and maintaining relationships.

EDUCATIONAL AND CERTIFICATION QUALIFICATIONS

- Bachelor's degree in HR or business-related field preferred with formal training in HR Management.
- SPHR/SHRM-SCP preferred.

EMPLOYMENT ELIGIBILITY VERIFICATION

In compliance with federal law, all hired employees must verify their identity and eligibility to work in the United States and 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 SHRM membership/conference attendance, cell phone/dining allowances, and various club privileges and discounts.

INSTRUCTIONS ON HOW TO APPLY

Please upload your resume and cover letter in the order listed using the link below. When prompted for them during the online application process, you should have your documents fully prepared to attach. Please be sure your image is not on your resume or cover letter; it should be used on your LinkedIn Profile.

Prepare a thoughtful cover letter addressed to **Mr. Matthew Linderman CCM, President/COO & General Manager.** Clearly articulate your alignment with this role, why you want to be considered for this position at this stage of your career, and why BWCC and the Boca Raton area will benefit 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, May 9, 2025. Candidate selections will occur late May, with the first Interviews expected in early June and the second interviews a short time later. The successful candidate should assume his/her role on or before July 1, 2025.

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

"Last Name, First Name - Resume" &

"Last Name, First Name - Cover Letter – Boca West"

(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: alice@kkandw.com

Lead Search Executive:

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