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CHIEF EXECUTIVE OFFICER PROFILE: WYNDEMERE COUNTRY CLUB NAPLES, FL

THE CHIEF EXECUTIVE OFFICER OPPORTUNITY AT WYNDEMERE COUNTRY CLUB

Wyndemere Country Club (WCC) in Naples, Florida is offering a tremendous opportunity for a highly qualified individual willing to provide innovation, energy, and vision to lead a high-performing team as their Chief Executive Officer (CEO).

WCC is known for providing its members with a culture of kindness, exceptional services and amenities; the new CEO will ensure that both the strategic and operational goals of the Club are being met through proactive, visible leadership and full-scope management while also paying attention to the fine details. These crucial attributes along with a necessary intuitive style will contribute to the overall success of the Chief Executive Officer.

The successful candidate will be an integral and additive part of a select team at a club recognized for its superior service, quality work environment, and focus on continually 'raising the bar' for its members and staff. Overall Member satisfaction levels with Club activities have been consistently above 93% for the last 5 years.

Wyndemere operates under the true CEO model, with the CEO and staff running all operations and the Board focusing on all strategic initiatives.

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

ABOUT WYNDEMERE COUNTRY CLUB

Wyndemere is viewed as one of the premier member-owned residential country clubs in the greater Naples area. Recognized as one of the top 150 private Platinum Clubs of America since 2018, Wyndemere Country Club is located in a private gated community within 15 minutes of the famous gulf beaches in Naples, Florida. Club amenities include 27-holes of championship golf, casual and contemporary dining restaurants in the Clubhouse and Tiebreaker, a 20,000 square foot Fitness, Wellness and Spa facility, 10 Har-Tru tennis courts, 4 pickleball courts, and a resort-style infinity edge swimming pool with zero-beach entry. Most recently, the Club completed \$25M in capital improvement projects inclusive of casual dining, grab & go café, the new Fitness, Wellness and Spa building, and a new Turf Center for Golf Course Maintenance. Wyndemere prides itself on ensuring continuous improvement and strategic planning to ensure the Club's vision and mission are consistently maintained. This fall, Wyndemere will initiate the recently approved 5-year Strategic Plan for 2023-2028 inclusive of \$28M of continuous improvement initiatives.

Naples enjoys a reputation as a desirable tourist destination for travelers from around the world. This international flavor has resulted in a wide variety of dining, shopping, and cultural experiences. Artis-Naples provides a full schedule of concerts, Broadway plays, and nationally known entertainers. The Naples Botanical Garden and Naples Zoo have a wealth of family-friendly events in their captivating settings. Wyndemere enjoys one of the best, most convenient locations to the exciting and dynamic downtown area, beautiful Gulf beaches, and much more.

Families have the advantage of choosing among outstanding public and private schools plus several area universities. Residents enjoy numerous sports programs and community parks, including an elaborate water park. Naples boasts an exceptional children's museum and an extensive library system featuring year-round programming for children and adults.

WYNDEMERE COUNTRY CLUB BY THE NUMBERS

- There are approximately 730 Members at Wyndemere with many choosing to stay year round
- \$125,000 Initiation fee for all membership classes
- \$12,688 annual dues and \$2,592 capital fees
- Approximately 50,000 rounds of golf are played annually on the 27 holes.
- \$1,200 per year food and beverage minimum
- Approximately \$2.7M food and beverage volume
- Approximately 90% a la carte and 10% Member event/catering
- Food cost approximately 48%
- 155 Employees (FTE) in-season; approximately 90 (FTE) off-season
- Average age of members is 73
- The club utilizes Clubessential software for POS and accounting
- The Club is organized as a Florida, not-for-profit, 501(C)(7) organization

WYNDEMERE COUNTRY CLUB WEB SITE: www.wyndemere.com

CHIEF EXECUTIVE OFFICER POSITION OVERVIEW

The CEO at Wyndemere has full responsibility for all aspects of operations of the Club, effectively managing all resources and reporting to the President, and is expected to be the embodiment of an “exceptional member-centric experience.” The CEO 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 service culture in all operations.

Significant to the new CEO’s success is the ability to understand the unique nature, through current or previous first-hand experience, of a premier full-service country club. Certainly, a key to his/her success is “putting members first,” and recognizing that the foundation of providing staff support, mentorship, clear direction, “walking the talk” and “being present” in his/her natural, sincere, and engaging style.

The ability to “manage expectations at a high level of dynamic leadership and reasoning” is critically important, but a fair amount of that is accomplished simply by being present, approachable, accessible, diplomatic, and by having the necessary “gravitas” to be viewed with confidence and “trusted” by all constituencies.

“Paying attention to the details” of maintenance, SOPs, overall member experience, staff culture and other key areas of success is critical, as the Club and Community have great curb appeal at present and have been well-maintained throughout. Clearly, outstanding written and verbal communication skills, especially the demonstrated ability to “listen and respectfully respond diplomatically” is essential to success at Wyndemere while overseeing both club and community operations.

Key attributes, characteristics, experiences, and style of the successful new leader include:

- Possess a deep knowledge of active club operations, with especially strong F & B skills as well as strong financial acumen, and an appreciation of modern “performance management systems” and technology. Being financially astute and able to effectively guide a large operation, including working to further develop financial reporting areas, dashboards, and KPI and metric transparency is absolutely necessary.
- Actively participating and “thought partnering” with the Board, Committees, and others contributes to WCC’s success. Ultimately, the goal is to “allow members to be members,” enjoying their time and volunteer contributions, and not making operating decisions but being policymakers and strategic partners instead.
- Naturally outgoing, conversant, respectful, and diplomatic, but able to say “no” when appropriate without alienating members or staff while doing so. Being respectfully confident and “connected” to the membership and team is critical, as is having a personal style of “listening, considering, and reflecting” before reacting to inputs.
- Active involvement in CMAA or similar organizations where he/she has a strong network of peers, and can stay actively abreast of the industry, trends, and opportunities for Wyndemere to stay relevant and proactive for its members and staff.

- The ability to lead in a very busy operation. The Club plays 50,000 rounds of golf each year, has a vibrant F & B program, and an exceptional number of ‘clubs within the club’ that need focus and attention, as well as a consistently high level of execution.

CANDIDATE QUALIFICATIONS

- Ideally, a minimum of five years of progressive leadership/top-level general management experience in a private, member-owned country club, with significant, multi-dimensional operations, or leading resort/hospitality operations outside of the club industry in a similar dynamic, progressive and relevant operation. Leading in a true “CEO-like” model and taking “ownership,” accountability, and responsibility while doing so are verifiably necessary traits and experiences.
- Preferably, but not necessary, the country club would be within a residential community.
- Verifiable embodiment of the Club’s culture and the ability to foster it within others.
- A history of treating members, staff, and business associates with great respect and consideration, always taking the high road in times of conflict.
- A history of professional development of himself/herself, as well as furthering the professional education of the staff.
- Someone with a history of innovation, and a champion of new ideas and initiatives, looking to consistent improvement of member experiences and operational efficiency; able to effectively lead and embrace “change management.”
- A true, confident, diplomatic, and competent club or hospitality industry professional who recognizes the importance of accountability, and who has a strong history of success in working with member boards and committees, with a proactive approach to relevant, highly transparent governance and leadership methodology.
- Knowledge and ability to utilize appropriate and relevant technology tools for modeling and monitoring business activities and outcomes. Technologically proficient and recognizing of best practices use of technology to improve ‘high touch’ service delivery to members, as well as to more effectively manage and lead operations.
- A natural ‘hands-on’ style with validation of a true engagement with members, staff, and outside contributors.
- Naturally possessive of a professional image and style that embodies and properly represents the culture of Wyndemere.
- Naturally outgoing, energized, motivated with an “authentic” style and a true “servant’s heart.”
- Prior experience in coordinating and overseeing complex capital improvement projects.
- Appreciation for and knowledge of golf, which is a foundation of success at Wyndemere.
- A motivator, mentor, and leader who can attract and retain a great team in a very competitive labor environment bringing out the best in that team by setting clear goals and expectations, holding them accountable for outcomes, by providing consistent feedback, support, and through respectful interaction and professionalism. A “great listener.”

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.

EDUCATIONAL AND CERTIFICATION QUALIFICATIONS

- A bachelor’s degree from a four-year university or college, preferably in Hospitality Management is preferred.
- In lieu of the degree, substantial private club or hospitality experience will be fairly considered.
- Industry certifications preferred but not required, preferred designations: CCM, CCE, CMC, PGA

SALARY AND BENEFITS

Salary is open and commensurate with qualifications and experience. The Club, along with the typical senior staff benefits, offers an excellent bonus and benefits package.

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. Gary Lapidus, 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 WCC and the Naples, 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 July 15, 2023. Candidate selections will occur in late July with first interviews expected shortly thereafter, with final interviews in mid-August. The new candidate should assume his/her role as soon as reasonable, ideally in mid-September 2023.

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

“Last Name, First Name - Resume” &

“Last Name, First Name - Cover Letter – Wyndemere

(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 Holly Weiss: holly@kkandw.com

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