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ASSISTANT GENERAL MANAGER PROFILE: SAILFISH POINT STUART, FL

ASSISTANT GENERAL MANAGER OPPORTUNITY AT SAILFISH POINT

A rare opportunity exists for an exceptional candidate with a successful track record of accomplishment, strategic thinking, leadership, and high-quality operations management experience in private club communities, hotels, high-end restaurants, or resorts. We are searching for the Assistant General Manager (AGM) at Sailfish Point (SP), a private oceanfront residential community located in Stuart, Florida.

Sailfish Point Property Owners and Country Club Association, Inc. is a high-end, complex community surrounded by four miles of waterfront on the ocean and two rivers. SP owns and manages a utility company that provides all public utilities except electricity; a Real Estate company; a private Golf Club; an ocean beach; a Marina and Yacht Club; a Spa and Salon; a Fitness Center; Tennis; a Property Owners' Association, and a Country Club. The island location attracts Members who are happy to fill all or most of their leisure, dining, and entertainment hours right at Sailfish Point. The friendly, sophisticated membership of highly successful working and retired executives expects excellence in a wide variety of engaging, challenging, and interesting activities.

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

ABOUT SAILFISH POINT

Sailfish Point was founded in 1980. This Member-owned Club provides natural beauty and an unparalleled lifestyle in a community like no other, surrounded by the Atlantic Ocean, the Indian River, and the St. Lucie Inlet, located at the southern tip of Hutchinson Island across the Inlet from famed Jupiter Island. Sailfish Point is one of the most prestigious residential communities in the country and its resident Members benefit from the splendid setting, resort-like amenities, and private security.

A yachting paradise with a deep-water, 141-slip Marina and unsurpassed access to coastal and ocean waters, Sailfish Point features a wide array of amenities in a bundled community environment that includes a Jack Nicklaus Signature golf course, that recently underwent a meticulous \$7M renovation last year. Oceanside Bocce courts and a Croquet lawn allow Members and guests to relax while golfers finish playing on the seaside 18th green adjacent to the Clubhouse.

A welcoming Clubhouse on the ocean serves as the hub of the community and hosts a broad array of special events and activities as well as a full array of first-class dining options. It sits adjacent to a spectacular Atlantic Ocean beach and pool, where members enjoy daily Club-provided services. The Club is home to a full complex of fitness activities, a full-service Spa and Salon, and a popular Tennis center with seven Hydro Grid courts and four newly constructed paddle ball courts.

SAILFISH POINT BY THE NUMBERS:

- POA Member households – 522; Full Golf Members -- 285
- \$30M - Approximate Gross Revenue, combined with both POA and Golf Club operations
- 11,000 – Approximate Annual Rounds of Golf
- \$75,000 - POA Initiation Fee; \$90,000 Golf Initiation Fee
- \$15M - Approximate Annual Dues Volume
- \$4.2M - Approximate Food and Beverage
- 160 FTE Employees year-round; In season +100

- 68 – Average age of members

SAILFISH POINT CLUB WEBSITE: www.sailfishpoint.com

ASSISTANT GENERAL MANAGER POSITION OVERVIEW

The Assistant General Manager (AGM) is a cornerstone of leadership and operational excellence within this distinguished property. Tasked with comprehensive oversight of essential house operation functions, the AGM's jurisdiction extends across Food and Beverage, Housekeeping, Maintenance, Marina, and Security domains. In the General Manager/Chief Operating Officer's absence, the AGM assumes the helm, ensuring the property's esteemed operational standards are consistently met.

Beyond managing departmental budgets, the AGM is instrumental in strategic financial planning, membership experience, employee experience, and fiscal stewardship. An in-depth understanding and endorsement of the property's unique member and employee culture are vital, with the AGM championing a management style that embraces hospitality, warmth, and community spirit to all constituents.

The AGM's role involves collaborating with the Human Resources, Membership, and Finance departments to actualize the club's overarching goals and strategic plan. This synergy is pivotal in orchestrating a unified approach to achieve excellence and drive member and employee satisfaction while fostering a cohesive organizational culture. The role entails nurturing relationships with members and employees and cultivating an environment of exceptional service and respect.

PRIMARY RESPONSIBILITIES

Member Services

- Consistent sincere and significant engagement of Members, highly visible to all Members and staff. The AGM ensures that all Member amenities (Clubhouse dining, Spa and Salon, Fitness, Tennis) and Club member experience events are well conceived and executed.
- Provide genuine leadership, demonstrating honesty and integrity in a positive and upbeat manner for Members, guests, and employees. Leads by example.
- Create and maintain a first-class service culture throughout the Club property.
- Address and resolve all Member and guest complaints and suggestions, general service, employee attitude, maintenance, and presentation of the Clubhouse and amenity areas.

Employee Relations

- Plan and execute the recruiting, hiring, and development of Clubhouse personnel including seasonal J1 and H2B employees. Oversee ongoing training programs complete with up-to-date training manuals to ensure exceptional service in all parts of the Club's operation.
- Plan and execute training and employee development of all reporting managers and supervisors subject to budget approval by the GM/COO. Instill the team-player concept in all employees. Coach, counsel, and evaluate departmental staff. Delivering a positive employee experience is critical at Sailfish Point.
- Build and maintain a positive spirit and healthy work environment throughout all operational areas, one that is free of safety risks and all forms of employee harassment.
- Build a stable and healthy work environment, one based on honesty, trust, and fairness.
- Be the administrative and communication link between departments in the Club.
- Confirm that all Clubhouse employees are regularly trained and certified in areas that help guard the safety and well-being of Members, guests, and other employees including, but not limited to CPR, AED, responsible alcohol service, safe food handling, etc.
- Facilitate a team environment with morale, high ethical standards, and effective use of resources to position Sailfish Point as a preferred employer of choice in the community and show that the employees are their most important asset.

Financial Management

- Joint responsibility with the CFO/Finance team and GM/COO to prepare, manage, and control the annual operating and capital budgets for all departmental operations to desired metrics.
- Assists the GM/COO in developing and implementing long-range (strategic) and annual (business) plans, operating reports, forecasts, and budgets.
- Monitor all budgets; be responsible for directing corrective action to ensure metrics are achieved.
- Provide input to all departmental personnel regarding annual budgets, capital spending plans, fiscal controls, and operational guidelines.
- Be responsible for all labor cost payouts within the constraints of the budget and through close coordination and with approval from the GM/COO and CFO.
- Supervise the purchasing, receiving, safekeeping, and disburse operating supplies and equipment to maximize quality and profitability.

Personnel Management

- Hands-on staff management and must be approachable with all levels of employees.
- Responsible for all aspects of the international intern program, including recruitment (alongside the Director of Humana Resources), coordination of housing, transportation, and training.
- Collaborate with Human Resources to develop long-term staffing needs for areas of responsibility.
- Be responsible for the hiring, discipline, termination, and documentation of all FOH F&B staff, in partnership with Human Resources.
- Further their own continued development as a club management professional as a member of CMAA. With the assistance and approval of the GM/COO, participate in appropriate seminars/training programs, thereby enhancing skills, experience, and quality of services to SP.

Operational Responsibilities

- Understand and abide by Sailfish Point policies and departmental procedures. Recommend strategic and operational changes and possibly direct implementation of change.
- Provide content for and manage communications and marketing materials for departments under purview.
- Manage Clubhouse/departments in accordance with applicable local, state, and federal laws.
- Research new products/services/vendors and develop an analysis of their costs/benefits.
- Disseminate information effectively and coordinate activities between departments.
- Keep the GM/COO informed of all potential problems and activities related to smooth operations.
- Exhibit a sharp eye for detail in the overall management of the operation.
- Be responsible for regularly reporting performance and financial data of all departments under management to GM/COO.

Direct and Joint Reports

- Director of Food and Beverage, Executive Chef, Maintenance/R&M Manager, Director of Security, Harbor Master, and Housekeeping Manager. Others may be added.
- Joint oversight of Spa, Fitness, and Racquet Sports with the Director of Member Services & Amenities
- Joint oversight of Architectural Review Manager with GM/COO

CANDIDATE QUALIFICATIONS

- Is a passionate leader with strong credentials and a proven track record of providing premier-level hospitality services.
- Has a personality that is commensurately appropriate for Sailfish Point culture.
- Is a proven leader who can manage their time and establish and manage priorities.
- Has a verifiable track record of successfully leading and growing a dynamic program and departmental operation, including building revenues, controlling costs, and meeting or exceeding planned and budgeted bottom-line goals and objectives.

- Believes relationships are of great importance and is successful at finding solutions for all sides.
- A person who can motivate, develop, and share credit with their employees.
- Has a positive attitude; is professional in nature with a high degree of integrity; has a strong work ethic, and can handle a fast-paced, high-energy environment among membership and employees.
- Has an intuitive style resulting in a sincere and visibly engaged presence with members, guests, and staff, be truly engaging when interacting with people.
- Has a fundamental understanding of what constitutes a highest-end club and the proven ability to execute to that level.
- A professional career track record in related fields, stability, and experience in high-volume, highly respected clubs, resorts, or hotels.
- Proven leadership qualities with demonstrated abilities to direct, coordinate, and manage all facets of a high-end residential community.
- Excellent computer skills, including extensive use of Jonas, member experience apps, and all Microsoft Office programs.
- Sufficient financial acumen to understand the finances and budgets of a complicated residential community.
- Sound and current knowledge of human resources practices, including wage and hour laws, employment and discharge, equal opportunity employment, OSHA, and the full range of employee benefits.
- Strong verbal and written communication skills. Comfortable speaking in front of various groups, including staff and board committees.
- Polished communication skills and must be visible among Members and employees. These are incredibly important attributes of the incoming AGM.

EDUCATIONAL AND CERTIFICATION QUALIFICATIONS

- A bachelor's degree is preferred with a focus on Hospitality, Finance, and/or Business 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. Shane Krige, GM/COO, 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 Sailfish Club and the Stuart, 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 Monday, April 8, 2024. Candidate selections will occur a short time later with interviews before the end of the month. The new candidate should be ready to assume his/her role in early Summer 2024.

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

“Last Name, First Name - Resume” &

“Last Name, First Name - Cover Letter - Sailfish Club”

(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

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