

ASSISTANT GENERAL MANAGER PROFILE: THE CLUB AT MEDITERRA NAPLES, FL

THE ASSISTANT GENERAL MANAGER (AGM) OPPORTUNITY AT THE CLUB AT MEDITERRA

An excellent opportunity exists for an exceptional candidate with a successful track record of accomplishments, leadership and high-quality operations management experience in private clubs, hotels, or resorts. We are conducting a search for the Assistant General Manager at one of the premier residential club communities in South Florida, one which has built a reputation among the finest in the country. The successful candidate will be an integral and critical part of a high-performing team at a nationally recognized club, one acknowledged for its innovations, quality work environment, and focus on continually 'raising the bar' for its members and staff.

The primary focus of the role is delivering an unparalleled member experience, which is of primary importance to the social fabric and culture of the Club. The ability to consistently be forward-looking in planning, innovation, organization and departmental leadership is the critical skill set required for success in this position. Also important is the ability to intuitively embrace the need to be visible and highly interactive with members and staff; leadership in this area begins and ends with approachability and accessibility.

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

THE CLUB AT MEDITERRA AND COMMUNITY

The Club at Mediterra is located within the award-winning, Italian Coastal-themed, master planned community, and encompasses nearly 1,700 acres, more than 1,000 of which is designated park spaces and nature preserve. Over 860 of the nearly 930 home sites have sold with new construction managed by London Bay Homes, a leading luxury developer in Southwest Florida. Distinctive to the quality of this premier residential community complete with small, intimate parks, miles of biking and walking path, is its memorable and beautifully lush landscaping palette. Mediterra has been named Collier County's "Community of the Year" by the Collier County Building Industry Association 11 times since its opening in 2001.

Central to the community is The Club at Mediterra, a private, Top 50 Platinum and Elite Emerald Award-winning member-owned Country Club. The Club at Mediterra features 36 holes of Tom Fazio-designed golf courses, and a state-of-the-art learning center with practice facilities and has been certified as the world's first 36-hole Audubon International Silver Signature Sanctuary.

In addition to extraordinary golf, members enjoy a beautiful and uniquely styled clubhouse reminiscent of Italy's Amalfi coast with multiple dining venues, including an exciting **Tavern on 18** offering a variety of al fresco casual dining options. Members enhance their health and wellness in the Sports Club with award-winning tennis programs and courts, pool and pool deck including a Sports Café, incredible fitness center with personal training and studio, bocce, pickleball, spa treatments and more.

Finally, Members bask on the sandy shores of the Gulf of Mexico at their own private Beach Club with over 200 feet of coastline, a full-service restaurant and elevated pool and pool deck.

The Club at Mediterra offers three equity memberships. Golf Memberships limited to 500, Sports & Beach Memberships limited to 225 and a complimentary Social Membership.

Naples is a city on the Gulf of Mexico in southwest Florida that is known for luxury living in an idyllic climate that is a highly sought-after winter destination for secondary and vacation homeowners across the globe. It is one of the wealthiest cities in the United States, with the sixth-highest per capita income in the country in 2012, and the second-highest proportion of millionaires per capita in the US. The Naples Pier, first erected in 1888, is the city's symbol, and is a popular fishing and dolphin-spotting destination. It is flanked by miles of pristine beaches with calm waters and fine white "sugar" sand beaches.

MEDITERRA BY THE NUMBERS:

- Club assets total approximately \$56 million and the value of the real estate of the 930 homes located within the Club's 33 residential communities approaches \$2 billion.
- 474 Golf Members, 25 Limited Golf, 165 Sports Members and 156 Social Members with a total at build out of the community at 930 in all categories (500 Cap on Golf).
- 30,000 sq. ft. Main clubhouse is currently undergoing an almost \$15 million expansion project.
- The Club has invested over \$40 million dollars in capital improvements over the past four years.
- The Food and Beverage team consists of 5 Certified Executive Chefs (CEC), 3 Certified Chef De Cuisines (CCC) 1 Sommelier and over 14 employees heavily involved in the CMAA.
- The Club was the Nation's first residential private club to be 2-star Green Certified.
- 36 holes of Tom Fazio-designed golf courses, including a double ended practice range, pro learning center, and multiple short game practice areas.
- The Sports Club features 8 Har-Tru tennis courts, 3 brand new Laykold Gel coated pickleball courts, 3 Har Tru bocce courts, outdoor pool, new fitness center with exercise studio, 3 social meeting rooms, Spa with multiple treatments offered, and Sports Cafe.
- Private Beach Club on the Gulf of Mexico featuring an elevated pool, expansive deck, full service restaurant including al fresco dining options and 200 feet of shoreline.
- The Club has a healthy reserve of capital and operates with a balanced budget.
- The Club is organized as a 501(C) 7, tax exempt, not for profit entity.
- The average age of Club Members is 64.
- Approximately 25% of the members live in the community year-round.
- Approximately 50 children live in the community, with a large influx of children and grandchildren during holiday periods throughout the year.
- Gross revenues of about \$17.0M
- Food and Beverage revenues are approximately \$4.0M with about 25% coming from the banquet/catering division.

THE CLUB AT MEDITERRA WEBSITE: www.mediterralliving.com

ASSISTANT GENERAL MANAGER (AGM) POSITION OVERVIEW

The AGM, reporting to the General Manager, has clear "ownership" for day-to-day food and beverage and various other clubhouse operations of The Club at Mediterra, while focused on the achievement and maintenance of *The Vision* of the Club. He/She is responsible to manage all the key front and back of house food and beverage assets (physical and staff), as well as certain clubhouse operations to ensure consistently '*best in class*' service execution and delivery.

The AGM will be responsible for the recruitment, development and retention of the food and beverage team and will evaluate their performance toward meeting the goals and objectives of the Club on a regular basis to ensure consistent, service-minded and strong member satisfaction in this area. In doing so, it is expected that the AGM is consistently visible, available and approachable by members and guests, as well as to his/her team of associates.

Working with the House and other Committees, as well as the General Manager, the AGM is responsible to provide reasonable suggestions and direction on the types of food and beverage services provided in all areas of the Club---casual, formal, beach operations, special events and other member and guest activities. Once those objectives are set, the AGM is primarily responsible to ensure delivery of those goals, providing the General Manager with regular appraisal of progress and develops a clear avenue to success for any underperforming areas of his/her responsibility. In addition to leading all management functions in the food and beverage operation with gross revenues exceeding \$4.0M, the AGM will lead the preparation of annual F&B and certain clubhouse operating and capital budgets. He/she will work with the General Manager to identify annual initiatives and budget objectives, presenting plans and recommendations to the General Manager for approval. These plans will be backed with reasoned, well-conceived tactics, which he/she will *own* and be accountable to attain.

The successful Assistant General Manager at Mediterra is an individual who intuitively enjoys a "service heart", and who is passionate about being part of a dynamic, progressive organization. Is someone who truly understands what it means to be the 'leader' of his/her area of responsibility, and who can instill positive 'buy-in' to his/her team while building and maintaining a 'culture' of excellence. The Club is highly seasonal and a strong 'in-season' commitment and dedication are expected and necessary to be successful, especially in a multiple operations facility.

The Assistant General Manager is the primary person responsible for the food and beverage operation at Mediterra, an area of high importance to the membership and overall success of the Club in meeting The Vision.

KEY RESPONSIBILITIES

The Assistant General Manager will:

- Have a strong, highly visible and respectful presence with the membership, while being an exceptional communicator, possess adroit interpersonal skills, and the maturity to instinctively understand our members and guests with a constant orientation toward service excellence. He/she must always be able to communicate this expectation to a staff with diverse backgrounds and motivate them positively.
- Have a strong sense of urgency and responsiveness.
- Be a person of quality and integrity.
- Be an active and dynamic recruiter of team members and someone enthusiastic about building a team and leading them to significant, positive membership interactions and outcomes.
- Be a collaborative team player willing to be "hands on" when necessary but understand when to step back and lead the team.
- Involve associates in the decision-making process of how 'work gets done' and create a desirable and rewarding work environment.
- Have a passion and aptitude for teaching, training, and develop and enhance training programs for all food service personnel, working, as necessary, with the managers directly responsible for those operations.
- Be a focused and objective evaluator of personnel, ensuring that standards of conduct and member service are met; this includes oversight of high standards of appearance, hospitality, service, and cleanliness of all facilities.
- Establish and consistently enhance operating standards for all personnel and objectively evaluate knowledge, understanding and execution of these standards.
- Ensure that an effective orientation and onboarding program exists in all areas of responsibility, along with continuous professional development and training.
- Ensure effective and efficient staffing and scheduling for all facilities and functions while balancing financial objectives with member satisfaction goals.

- Ensure that associates clearly understand performance expectations and that assigned tasks are reasonable, well-conceived and appropriately conveyed. Provide resources necessary to allow employees to perform their jobs effectively and create an exceptional ambience for members and guests.
- Establish and uphold expectations for dress, decorum and all other service standards and consistently monitor.
- Take personal ownership of his or her area of responsibility, with special attention to the physical plant and overall appearance of the operation and understand the need to be consistently “member ready” in both appearance and service.

The Club at Mediterra operates under the General Manager (GM) organizational structure. The AGM reports to the GM, who reports to the Board of Governors through the Club President.

Direct reports to the Assistant General Manager position include:

- Director of Food & Beverage
- Food and Beverage Manager/ Sommelier
- Food and Beverage Supervisors
- Catering and Events Manager
- Beach Club Manager
- Director of Sports Club Operations
- Beach Club Executive Chef

The AGM coordinates closely with other key Executive Team members, primarily as it relates to cooperative efforts surrounding planning, scheduling, special events and implementation of Club function. These Executive Team members include:

- Director of Membership and Marketing
- Director of Golf
- Director of Agronomy
- Chief Financial Officer (CFO)
- Director of Human Resources

CANDIDATE QUALIFICATIONS

To perform this job successfully, an individual must be able to perform each essential duty. The requirements listed above are representative of the knowledge, skill, and abilities required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Very strong F&B skills are necessary, as is an intuitively respectful style and mentoring/nurturing/developing approach to staff and team. The Club at Mediterra is a high expectation club operation with multiple operating outlets, events and activities occurring simultaneously; the ability to be able to manage and lead in such an environment in an organized, thoughtful manner is critically important.

EDUCATIONAL AND CERTIFICATION QUALIFICATIONS

A Bachelor’s degree (B.A.) in Hospitality Management or related fields is helpful, plus a minimum of 7 years of increasingly more responsible experience in a high-volume hotel, restaurant or club operation, or an equivalent combination of related education and experience.

SALARY AND BENEFITS

Salary is open and commensurate with qualifications and experience. Mediterra, along with the typical CMAA benefits, offers an excellent bonus and benefit 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.

Preparing a thoughtful letter of interest and alignment, clearly articulating your “fit” with the profile and the above noted expectations and requirements is necessary.

Your letter should be addressed to Mr. Carmen Mauceri, GM/COO, of The Club at Mediterra 15755 Corso Mediterra Cir, Naples, FL 34110, and clearly articulate why you want to be considered for this position at this stage of your career and why The Club at Mediterra in the Collier County area will likely be a “fit” to you, your family and the Club if selected.

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

“Last Name, First Name - Resume” &

“Last Name, First Name - Cover Letter”

(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.

For directions on how to upload your resume and cover letter [visit this page](#).

[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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