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ASSISTANT GENERAL MANAGER PROFILE: THE OAKS CLUB OSPREY, FL

ASSISTANT GENERAL MANAGER AT THE OAKS CLUB

The Oaks Club (“TOC”) in Osprey, Florida, is offering an exceptional opportunity for a highly qualified individual seeking to contribute his/her experience and expertise to one of the top clubs in the United States. The Oaks Club is recognized as a Platinum Club of America and Distinguished Club and an Audubon International Certified Sanctuary for Golf. The AGM will be succeeding a highly successful leader who was recently promoted to GM/COO at TOC.

TOC is known for providing its members with exceptional services and amenities. The AGM position has responsibility for all day-to-day operations, maintenance, housekeeping, and front-of-house F&B operations. This includes The Overlook, the new casual dining outlet, Tavern and Oaks dining rooms, catering, and all member events.

The new Assistant General Manager (AGM) will ensure that the goals of both the food & beverage department and the operations of the Club are being met through proactive leadership and full-scope management while also paying attention to fine details. These crucial attributes, along with an intuitive style, will contribute to the overall success of the new AGM.

Working under the direction of the Club’s GM/COO, the AGM’s primary focus is on the overall member/guest and team member experience. The ability to consistently plan ahead, maintain organization, and demonstrate overall departmental leadership are critical skills required for success in this position. Equally important is the ability to intuitively embrace the need to be visible and highly interactive with the members and staff. Leadership in this area begins and ends with communication, approachability, accessibility, and bringing a high level of emotional intelligence (EQ) to the Club. The ideal candidate will be a collaborator, transparent, humble, and have previous experience at a private golf or country club while enjoying the game of golf.

A successful candidate will also contribute to the Club’s governance by acting as a liaison to various committees and participating in monthly Board meetings.

Experience in budgeting, especially capital planning, will be crucial for this position. TOC is currently undertaking multiple capital projects, including a complete upgrade of the club's driving range and an addition of a new golf short game practice area; a total renovation of its Golf Shop; and a recent completion of a \$12M capital project that involved opening a new casual dining venue and an expansion/renovation of the Club’s kitchen. The AGM’s involvement in these capital projects will be important as they provide additional support to the GM/COO. A mindset of continuous improvement is essential.

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

ABOUT THE OAKS CLUB

TOC is a private, member-owned sanctuary spread over 1,000 acres, just south of Sarasota, FL. The area boasts pristine sugar sand beaches, lush nature preserves, and immaculate golf courses. Members enjoy many amenities, including private golf on two exceptional 18-hole courses, 12 tennis courts, pickleball, bocce, a regulation-size croquet court, fitness, wellness, and upscale casual dining options.

This close-knit community values individuals for who they are, fostering lifelong friendships and a sense of belonging. Members have access to various activities in the area, such as boating, biking, and kayaking, along with social events including book clubs, card games, theater trips, dance parties, and art exhibitions. The Club also emphasizes philanthropy, supporting local charities and scholarship funds.

Dining at TOC is a culinary journey, with three onsite restaurants offering menus crafted by a fabulous Executive Chef and team. The club hosts unique dining experiences, from farm-to-table dinners to Family Fun Day. TOC provides a vibrant, healthy lifestyle with endless opportunities for relaxation, recreation, and genuine connection.

A state of the art, WellFit Center offers members over 7,500 square feet of state-of-the-art cardiovascular, strength training, and free weight equipment, group exercise rooms, two treatment rooms, locker rooms, and a swimming pool.

THE OAKS CLUB BY THE NUMBERS

- Initiation Fee: \$100,000 (Equity) or \$65,000 (Social)
- Annual Dues: \$17,500 or \$13,500
- Capital Dues: \$3,500
- \$20M Approximate gross volume
- \$3M in Food and Beverage, approximately
- 85% Ala Carte/ 15% Member Events
- Number of Club employees: 160 In-Season
- Jonas POS System and Accounting
- Average member age: 64
- Members: 940

THE OAKS CLUB WEBSITE: www.theoaksclub.com

ASSISTANT GENERAL MANAGER – POSITION OVERVIEW

The Club desires an AGM who functions in a proactive, highly engaging fashion, working very closely with the GM/COO and other team leaders. This “lead by example” AGM will be expected to be an integral part of a very high-functioning team with diverse backgrounds, experiences, and tenure. The primary goal of the newly hired AGM will be to fully immerse himself/herself into the Club’s current F&B operations in addition to partnering with the GM/COO in leading the planning towards the successful operations of the new casual dining area (The Overlook) as well as coordinating the existing dining outlets at the Club. The AGM will continue to look to enhance and elevate the overall membership and staff experience in partnership with the senior leadership team. The AGM will handle all operational matters and be an active thought partner on strategic and policy matters. He/she must also be sincerely approachable and an active listener while providing transparency to direction and operations.

Significant to the new AGM’s success is the ability to understand and have deep knowledge of luxury hospitality in large-volume operations. Certainly, a key to his/her success is “putting members first,” and recognizing the foundation of providing staff support, mentorship, clear direction, “walking the talk” and “being present” in a natural, sincere, and engaging style.

The ability to manage expectations is critically important, but a fair amount of that is accomplished simply by being present, approachable, accessible, passionate, 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 staff training is critical, as the clubhouse has great curb appeal at present and must be well-maintained going forward. Outstanding communication skills, especially the demonstrated ability to listen and respectfully respond diplomatically are essential.

- Collaborate closely with the Food & Beverage team to establish a strong foundation for success within the department. Ensuring consistent delivery of service standards is a top priority, along with fostering a strong partnership with the culinary team. This collaboration is crucial in meeting the expectations of the majority of members and is a key factor in achieving success.
- Being the “face” of these operations with a hands-on approach and an understanding that “on-the-floor” member and staff engagement is critical.
- Possess a deep knowledge of active club operations, with exceptionally strong F&B skills as well as strong financial acumen, and a passionate 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, SOPs, dashboards, and KPI and metric transparency is necessary.
- Possess a strong record of developing talent in club senior leadership roles and helping mid-manager leaders continuously develop themselves and their respective staffs in a desire to create a culture of continuous evolution to excellence in execution and delivery. Being a natural mentor is important.
- The AGM seeks out new and innovative ways to meet and respond to the needs and demands of the ever-changing and diverse age group of the membership. He or she displays strategic thinking, excellence, passion, advanced forethought, and follow-through.
- Naturally outgoing, conversant, respectful, and diplomatic, but able to say “no” when appropriate without alienating members or staff. 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.
- The AGM keeps the GM/COO informed of all significant or potentially significant operating matters, problem areas, achievements, and other matters of importance.
- Active involvement in Industry organizations (CMAA, National Restaurant Association, etc.) with a corresponding strong network of peers. Actively engaged in the industry and staying abreast of trends and opportunities to keep the Club relevant for its members and staff.
- The ability to collaboratively lead and navigate with political savvy, while creating an environment of trust in a busy and operationally complex multi-outlet/location Club.

CANDIDATE QUALIFICATIONS

- A minimum of 8-10 years of progressive leadership/management experience in a multi-outlet hotel, resort, private club, or corporate food and beverage operation.
- The Club will consider well-mentored AGMs for this role as well as those who come from other sides of the hospitality industry, so long as they are able to allow verification of the relationship side (versus a transactional aptitude) of current and past success.
- A verifiable record of strong relationships and intuitive mentoring and development of staff.
- Strong history of success and keen understanding of quality F&B operations, including revenue growth, training, innovation and creativity, and strong service culture development.
- Technologically proficient with a thorough understanding of best practices in the use of technology to improve ‘high touch’ service delivery to members and to more effectively manage and lead operations.

EDUCATIONAL AND CERTIFICATION QUALIFICATIONS

- A Bachelor’s degree is preferred with a focus on Hospitality Management.
- Substantial private club or hospitality experience will be considered in lieu of the degree.
- Industry certifications such as a CCM 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 **The Oaks Club/Ms. Holly Farrell, CCM- General Manager/COO.** Clearly articulate your alignment with this role, why you want to be considered for this position at this stage of your career, and why The Oaks Club and the Osprey, FL 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, October 18, 2024. Candidate selections will occur in late October, with the first Interviews expected in the first week of November and the second interviews the following week. The new AGM should plan to assume his/her role no later than January 2025.

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

“Last Name, First Name - Resume” &

“Last Name, First Name - Cover Letter – Oaks 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 Alice Stevens: alice@kkandw.com

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