

**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 clubs, hotels, high-end restaurants or resorts. We are conducting a search 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, 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, about to undergo a meticulous \$7M renovation this year. Oceanside Bocce courts and a Croquet lawn allow Members and guests to relax while golfers finish play on the seaside 18<sup>th</sup> 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 and a full-service Spa and Salon, as well as a popular Tennis center with eight Hydro Grid courts.

**SAILFISH POINT BY THE NUMBERS:**

- POA Member households – 522; Full Golf Members -- 251
- \$25M Gross Revenue
- 11,000 – Annual Rounds of Golf
- \$60,000 POA Initiation Fee; \$60,000 Golf Initiation Fee
- \$11M -- Annual Dues Volume
- \$3.2M -- Food and Beverage
- 160 FTE Employees year-round; In season +100
- 68 – Average age of members

**SAILFISH POINT CLUB WEBSITE:** [www.sailfishpoint.com](http://www.sailfishpoint.com)

### **ASSISTANT GENERAL MANAGER POSITION OVERVIEW**

The Assistant General Manager will be responsible for the general performance of house operation functions, including Food and Beverage, Tennis, Spa and Salon, Fitness, facilities maintenance, and Member communication. The AGM will be responsible for Clubhouse operation in the absence of the General Manager/Chief Operating Officer. They will be responsible for delivering and managing multiple departmental budgets annually; will develop an awareness of this unique Club culture, and will be responsible for generously providing hospitality, friendliness and goodwill among Members, guests, and staff. Their goal will be to always help Members and guests enjoy the facilities and events of the Club. The AGM will report directly to the GM/COO.

### **PRIMARY RESPONSIBILITIES**

#### **Member Services**

- Consistent sincere and significant engagement of Members, highly visible to all Members and staff. The AGM is responsible for ensuring that all Member amenity (Clubhouse dining, Spa and Salon, Fitness, Tennis) and Club events are well conceived and executed.
- Provide quality leadership, demonstrating honesty and integrity in a positive and upbeat manner for Members, guests, and staff. 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 subordinate 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.
- 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 wellbeing of our 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 efficient use of resources to position Sailfish Point to be a preferred employer of choice in the community.

#### **Financial Management**

- Joint responsibility with Controller 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 assure metric.
- 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 Controller.
- Supervise the purchasing, receiving, safekeeping and disbursement of operating supplies and equipment to maximize quality and profitability.

## **Personnel Management**

- Hold direct responsibility for six department heads (Clubhouse, Maintenance, Executive Chef, Spa, Fitness and Tennis). Future development may include three additional departments: Security, Marina and Communications.
- Hands-on management of staff and must be approachable to staff, Members, and guests.
- Responsible for all aspects of the international intern program including recruitment, 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.
- 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 REPORTS**

- Clubhouse Manager, Executive Chef, Director of Maintenance, Spa Manager, Fitness Manager, Director of Tennis. Others may be added.

## **CANDIDATE QUALIFICATIONS**

- Is a passionate leader with strong credentials, 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.
- Is a person who can motivate, develop, and share credit with their staff.
- 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 staff.
- 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 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 communications skills. Comfortable speaking in front of a wide variety of groups including staff and board committees.
- Polished communication skills among Members and guests, as well as visibility among Members and guests. These are incredibly important attributes of the incoming AGM.

#### **EDUCATION**

- A college degree is preferred with a major in Hospitality, Finance, and/or Business Management.

#### **SALARY AND BENEFITS**

Salary is open and commensurate with qualifications and experience. The club, 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.

**A thoughtful cover letter of interest and alignment with the above noted expectations and requirements is necessary. Your letter should be addressed to Mr. Edward J. Ewing, Jr., GM/COO** and clearly articulate why you want to be considered for this position at this stage of your career and why Sailfish Point and the Stuart, 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 Friday, March 5, 2021. Candidate selections will occur Mid-March with first Interviews expected in late March 2021 and second interviews a short time later. The new candidate should assume his/her role in May 2021.***

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

Last Name, First Name -- Resume

Last Name, First Name -- Cover Letter - Sailfish Point

(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 Katy Eliades: [katy@kkandw.com](mailto:katy@kkandw.com)

#### **LEAD SEARCH EXECUTIVE**

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