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DIRECTOR OF RECREATION PROFILE: KIAWAH ISLAND COMMUNITY ASSOCIATION KIAWAH ISLAND, SC

THE DIRECTOR OF RECREATION OPPORTUNITY AT KIAWAH ISLAND COMMUNITY ASSOCIATION

The Director of Recreation (DOR) at the Kiawah Island Community Association will become an elite member of a senior level management team that has a family like feel in every way. This opportunity allows you to work in an environment of untouched natural beauty and renowned hospitality. Kiawah is perfectly preserved maritime forests, sand dunes, and marshes where turtles, whitetail deer, and seabirds abound.

The position is best described as a diversified clubhouse manager with duties that include overseeing a wide variety of activities associated with the facilities of, the Sandcastle, Rhett's Bluff Boat Landing, Cinder Creek Pavilion & Dock & Eagle Point Boat Landing. This Position is part of the operations team, which report to the Director of Operations. KICA's community center is affectionately known as "the Sandcastle." It was renovated in 2018 and its location is in the hub of the Island's action and much of the position's responsibilities surround this facility.

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

KIAWAH ISLAND COMMUNITY ASSOCIATION

The Kiawah Island Community Association (KICA) is made up of approximately 8,000 members (owners), with only 15% residing on Kiawah Island full time. KICA is staffed with over 100 team members to execute the association's operations and its \$17 million annual budget.

KICA owns and maintains the island's common property, including infrastructure (60 miles of roads, bridges, 19 miles of leisure trails, drainage, 26 beach boardwalks), common area landscaping and 122 ponds. The association operates the beachfront Sandcastle clubhouse, Kiawah's main gate and Vanderhorst gate, the Rhett's Bluff boat landing, the Cinder Creek Pavilion and dock and the Eagle Point kayak launch. KICA offers 24/7 security services, recreational activities, a shuttle transportation service, encroachment permitting, and more.

KIAWAH ISLAND COMMUNITY ASSOCIATION BY THE NUMBERS

- Number of employees: 11 FT and 10 Seasonal in the Recreation department
- Budget expense for the position; \$1,745,000
- Club POS System: Salesforce and Toast
- Club Accounting System: Financial Edge and PowerPlan
- Membership: There are 4,400 member properties
- Direct reports include an Assistant Director of Recreation and a Facility Maintenance Supervisor
- Average age of members is 60+
- The association is a 501(c)4 for profit corporation

KIAWAH ISLAND COMMUNITY ASSOCIATION WEB SITE: www.kica.us

DIRECTOR OF RECREATION POSITION OVERVIEW

www.kkandw.com

The Director of Recreation will manage all aspects of the KICA recreation facilities, including:

- Plan, develop, and execute all member activities
- Coordinate & administer the facilities' policies as defined by the KICA board of directors, COO or Director of Operations.
- Foster relationships between the members, guests and employees
- Enhance the quality of life for members on Kiawah Island

RESPONSIBILITIES AND DUTIES

Membership

- Provide superior customer service & hospitality to a diverse Kiawah membership, their families & guests.
- Develop & maintain a welcoming experience for the members.
- Build relationships with Kiawah members, their families & guests.
- Deal promptly with suggestions, complaints or more complex member issues.
- Maintain the quality of the services to ensure high member satisfaction.
- Have a well-organized COVID Plan to ensure safety to both members and staff

Management

- Develop, implement & enforce operating policies & procedures for the successful operation of the Sandcastle, Rhett's Bluff boat landing, Cinder Creek Pavilion & Kayak Launch & Eagle Point Boat Landing.
- Implement general policies or directives, as established by the KICA board of directors, COO and/or Director of Operations.
- Establish long-range plans for the facilities. Implement & monitor long-term & short-term objectives.
- Administer, execute, track and completes projects initiated through the Board of Directors, COO and/or Director of Operations.
- Develops annual recreation budget, project planning, and oversight.
- Responsible for an approximately \$1.8 million budget for recreation. Ensures all projects and programs are effective and cost effective. Balances the need for efficiency with high quality.
- Ensures the Director of Finance is adequately informed of unusual expenditures and cash flow requirements.
- Oversee bidding & contracting for various projects & services to the recreational facilities. Negotiates contracts for COO's approval.
- Ensures department's adherence to KICA Financial Controls Manual, KICA's Rules & Regulations and other governing documents.

Facilities

- Maintain the facilities & equipment to meet the needs of KICA members. Routinely inspects the recreation facilities, to ensure that they meet the high standard expected for Kiawah Island facilities
- Ensures that all recreational operations are at a quality level and standard that satisfies the Board of Directors and a majority of the members.
- Oversee risk management for the facilities to ensure the safety of members, guests & employees.
- Oversees inventory for all equipment and the vehicle assigned to the department.
- Ensures that appropriate physical and electronic files are maintained to provide complete historical data.
- Maintains required pool, food & beverage, liquor & music licensing for the facilities.
- Ensure that pool and food & beverage operations are in compliance with all DHEC, state and federal regulations.
- Oversee pool contractor to ensure proper maintenance of pool complex.
- Oversee catering contractor (seasonal) to ensure high quality food & beverage operations.
- Works closely with Director of Major Repairs on reserve projects, inspections and future needs for the recreational facilities.

- Work closely with Director of Land & Lakes on the maintenance of recreational campuses. Ensure facilities are maintained at a high standard.

Programming

- Plan, develop & execute fitness, wellness, social & educational programming for Kiawah members.
- Plan, develop & execute KICA events for the membership
- Seek programming opportunities which may involve other island amenities (i.e., leisure trails, beach) or potential of partnering with other entities on programming.
- Oversee fitness contractor to ensure diverse fitness class options, at a variety of levels.
- Oversee water sports contractor to ensure diverse & high-quality offerings for members.
- Oversee bookings and ensure that member needs are being met.
- Oversee private event bookings and that member needs are being met with facility offerings.

Personnel

- Directly supervise the Sandcastle Facility Supervisor & Assistant Director of Recreation. Provide oversight & supervision to all recreation personnel.
- Coordinate with the Director of Human Resources on the hiring and firing activities of the department, to ensure equitable practices.
- Conducts performance appraisals, commendations, disciplinary action, wage recommendations & bonus recommendations for employees in the department.
- Ensures compliance with all company and department personnel policies and procedures.
- Manages and schedules personnel, equipment and materials to accomplish department's responsibilities.

Emergency Management

- This is an on-call position, which responds to the island for emergencies and/or problems occurring with the recreation facilities, outside normal work hours.
- Prior to an impending weather event, responsible for organizing priorities and personnel, in order to prepare the facilities for the impending event.
- Post weather event or emergency, responsible for organizing priorities, resources and personnel in order to reopen the facilities in a timely manner. Coordinate response with Director of Operations & Director of Security throughout the event.

CANDIDATE QUALIFICATIONS

- Degree in Business, Recreation, Hospitality Management or other appropriate discipline; or Equivalent experience as further described below.
- Experience in managing a multi-faceted operation, preferably in a club/resort/hospitality field.
- 5-10 years of experience in supervisory management, customer service, planning and scheduling, record keeping, budgeting and cost control, procurement and customer.
- Membership with Club Managers Association of America (CMAA) or other related professional organization. Certification as a Certified Club Manager (CCM) or similar is preferred.
- Demonstrated ability to provide quality service to a diverse member clientele.
- Ability to work within a volunteer environment.
- Ability to diagnose abnormal and emergency conditions, and to take positive, corrective, and immediate measures to ensure safety, continuous operations and service.
- Demonstrated ability in decision making, problem solving, oral & written communications, leadership and managing resources.
- Demonstrated project management skills and strategic planning ability.
- Self-motivated individual with a demonstrated high standard for excellence.

SALARY AND BENEFITS

Salary and Benefits are commensurate with qualifications and experience. KICA 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 cover letter of interest and alignment with the above noted expectations and requirements is necessary. Your letter should be addressed to **Ms. Shannon White, Director of Operations; Kiawah Island Community Association Search Committee**, and clearly articulate why you would like to be considered for this position at this stage of your career and why Kiawah Island Community Association and the Kiawah Island area will be beneficial to both you and KICA if selected.

You must apply for this role as soon as possible but no later than Friday, April 9, 2021 at 5:00 p.m. (EST). Candidate selections will occur in mid-April. The new candidate should be able to assume his/her role by Memorial Day.

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

“Last Name, First Name Resume” &

“Last Name, First Name Cover Letter - KICA”

(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

Lead Search Executive:

Len Simard, Search Executive

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www.kkandw.com