

CANDIDATE PROFILE

Director of Development & Education
The Hermitage Club
Wilmington, Vermont



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Organization

Mission

The Hermitage Club is a family-focused private mountain club that seeks to deliver an exceptional winter sports recreation experience in the Northeast, with best-in-class snow quality and uncrowded ski slopes. We foster a warm and inviting culture centered around our iconic ski lodge and simple but high-quality amenities. Remaining well-capitalized and fiscally responsible are key to our long-term success. We respect and value our engaged community and every person who walks through our doors – whether member, staff, or guest – and cherish the time and special lifestyle that we share together.

Nestled amidst the picturesque Green Mountains of Southern Vermont lies The Hermitage Club at Haystack Mountain, The only private, non-profit member-owned ski club resort experience in the East. With meticulous attention to detail across nearly 200 acres of groomed slopes, this family-centric retreat offers a haven of comfort and leisure. A state-of-the-art, six-passenger high-speed lift ensures uninterrupted access to pristine ski trails catering to all skill levels, accompanied by the timeless charm of classic New England glades.

Operating at peak capacity for a traditional four-month span from mid-December through March, The Hermitage Club is the only private, non-profit, member-owned ski club resort experience in the East. During the ski season, the Club warmly welcomes skiing enthusiasts and connoisseurs of fine dining alike for 3-4 days weekly, while the Base Lodge stands ready every day to pamper members with its spa, fitness facilities, and more. Transitioning into the off-season, the clubhouse remains a hub of activity, offering members access to a range of amenities including fitness, spa treatments, bowling, and curated events.

From casual post-ski gatherings to extravagant celebrations, The Lodge serves as the heart of The Club's vibrant social scene. Spanning an impressive 90,000 square feet over 4 floors it is the largest

timber-frame ski lodge East of the Mississippi River. Its offerings include a full-service spa, fitness center, indoor saltwater lap pool, movie theater, and bowling alley, ensuring there's something for every member of the family. With a host of additional services such as ski instruction and valet service, every aspect of the member experience is meticulously catered to.

Culinary delights abound at The Hermitage Club with an array of dining options ranging from the refined Trestle Bar to the cozy Hayloft Whiskey Lounge. Other outlets include the First Chair Café, the Waffle Bar, and an exquisite all-day buffet. Whether indulging in a family buffet or savoring a Chef's special, members and their guests are treated to a gastronomic journey like no other. The Club seamlessly combines luxury with convenience.

Conveniently situated in Wilmington, Vermont, The Hermitage Club offers easy access from major metropolitan areas, with Boston just 2.5 hours away, New York a mere 4-hour drive, and Hartford a short 2-hour journey.

The Hermitage Club's gross dollar volume exceeds \$3.6m with dues of \$5.6m, and an annual Food and Beverage volume of \$1.2m. There are very few small banquets or gatherings that are strictly for members. There are currently 409 memberships made up of 2 categories, Founders and Platinum. The average age of the members is 44. The current full initiation fee is \$100,000 and full dues are \$18,500. There are 9 Board members and 16 standing committees which include: Executive, Real Estate, Legal, Finance, Audit, Mountain Operations, Ski School, Youth Activities, Technology, House Committee (5 subsets), Spa & Fitness, Retail, and Membership.

The Hermitage Club has 28 full-time, year-round staff members and in season over 130 with a majority being ski related. The Club is open for skiing and food and beverage services for 3-4 days per week. The Base Lodge is open every day for use of the other amenities including the Spa & Fitness area. Off-season, the Lodge is available to the members 7 days a week for fitness, spa, salon, and swimming. Throughout the year the club hosts over a dozen winter events including New Year's Eve, themed weekends, and new member mixers. Annual events also include the 4th of July, Labor Day, and Columbus Day.

The Director of Development & Education's direct reports include the Human Resources Manager.

Position Overview

The successful Director of Development & Education at the Hermitage Club will need to be a visible, hands-on, and accessible leader who is responsible for the overall administration, coordination, and evaluation of the Human Resource Function. The Club prides itself on fostering a culture of growth, development, and excellence among its employees. The ideal candidate will possess strong leadership skills, a strategic mindset, and a passion for fostering employee growth and advancement.

The position reports to The Executive Director / Chief Operating Officer and will work closely with the appropriate Board of Directors. The Director of Development & Education is a highly visible role and is responsible for aligning operational strategies and service initiatives to meet the club's objectives. The HR function prides itself on excellence, service, integrity, and accountability.

Responsibilities

- Responsible for the overall administration, coordination, and evaluation of the human resource function.
- Overall control of all HR functions.
- Formulating personnel systems and strategies appropriate to the Club's mission and goals.
- Recruiting staff to ensure suitability for interview by department leaders. Train managers on interviewing and hiring best practices, ensuring a consistent and fair recruitment process.
- Conduct initial screening of applicants and follow up with hiring managers to facilitate the recruitment process.
- Developing remuneration and reward procedures in conjunction with department leaders.
- Develop annual goals and objectives for each full-time employee, fostering a culture of accountability and continuous improvement.
- Keeping the Executive Director / COO informed on personnel and employee-relations policies, as needed, to preserve and facilitate Club strategy.
- Improving management/employee communications, including mediating disputes, and advising line managers on how to implement personnel policies.
- Ensuring compliance with employment law.
- Ensuring that health and safety procedures are adequate.
- Establishing and documenting an onboarding program.
- Develops training plans in conjunction with each of the department managers.
- Develops, administers, and maintains handbook, policies, and procedures for Club employees following business protocols and operations. Evaluate human resources processes and strategies to determine improvements, ensure processes are fair and respectful, and help make the Club a great place to work for all Club employees.
- Maintains knowledge of industry trends and employment legislation to ensure the Club's compliance.
- Oversees and implements recruiting standards and retention goals.
- Assists executive management in the annual review, preparation, and administration of the Club wage and salary programs.
- Develops and administers effective training programs and re-develops existing and new staff seasonal orientation. Creates individualized professional development and education plans for each full-time employee, identifying opportunities for skill enhancement and career advancement.
- Supports Club employees by providing human resource advice, counsel, and decisions by analyzing information and applications.
- Assists managers in employee engagement, staff issues resolution, and performance improvement planning.
- Performs monthly payroll audits and regulatory compliance for payroll, workers' compensation, and benefits administration.
- Acts as a benefits administrator for health and life insurance and 401(k) retirement accounts; coordinates benefits education meetings and open enrollments; assists employees in claims issues; and ensures compliance reporting.
- Implements and develops an internal employee recognition program.
- Organizes employee activities such as holiday and summer parties, employee golf outings, management retreats and/or dinners, employee recognition functions, and other outings as appropriate.

- Composes and revises job descriptions to remain current with industry and competitive trends, as well as compliance with FLSA and DOL requirements.
- Develops and maintains a library of training resources specifically designed for each position.
- Remains current in compliance, trends, and improvements through seminars, webinars, and professional associations.
- Prepares job postings, recommends posting sites, assists in phone screenings and interviews, prepares offer letters, performs onboardings, and presents employment agreements while simultaneously owning the management of all employee lifecycle components, including recruiting, onboarding, transfers, offboarding, leave management, progressive discipline, maintaining employee files and more.
- Benchmarks the Club's employment recruitment and selection processes with others in the industry and explores new strategies as appropriate.
- Creates and maintains organizational charts.
- Acts as Health and Safety Administrator in coordination with the Club's Safety Coordinator. Maintains the Club's Health and Safety Plan and plans/leads educational meetings, training employees on various safety procedures and investigations for workers' compensation and club risk management.
- Ensures state and federal compliance with OSHA, ACA, unemployment, and workers' compensation.

Attributes

- An outgoing and friendly personality with a high potential to identify with and embrace the Club's unique culture.
- A person of exceptional character; self-motivated, and dedicated to the profession.
- Leadership skills with the ability to motivate a veteran staff with a commitment to quality and excellence.
- Highly energetic; a self-starter with a "hands-on" approach to management.
- Excellent written and communication skills at all levels.
- A strong sense of service with proven staff development and training skills.
- High energy with a good sense of humor and the ability to enjoy their work.
- Flexibility - the ability to work in a fast-changing work environment; open to new ideas to adapt to changing requirements and multiple priorities. An outgoing and friendly personality with a high potential to identify with and embrace the Club's unique culture.

Requirements

- Bachelor's degree in the related field and hospitality experience that provides the required skills and knowledge.
- Five to seven years minimum experience as Director of Human Resources or related title in a similar position at a club or within a hospitality-based hotel/resort or high-end operation. Working within a committee structure is helpful.
- Degree or certification in Human Resources required.
- Membership participation and certification in human resource professional associations (SHRM) are required.

- Fluency in English and Spanish is highly desirable as well as familiarity with working and negotiating labor contracts in a union environment.
- Experience with immigration visas is desirable.
- Must possess strong business acumen and strong planning and operational skills in operating a seasonally based operation.
- A strong history of a verifiable career path is required as well as strong training programs and a culture of excellence for high service standards.
- A career path marked with stability and professional achievement.
- The professional will be a lifelong learner continuing research and understanding industry trends. The individual shall be obsessed with high levels of detail and continual improvement in all facets of daily operation.
- Impeccable and verifiable references. All candidates will be subject to a thorough background check.

Competitive Compensation

- Competitive compensation/salary and an annual performance bonus
- Great Healthcare, Medical, and Life Insurance
- Long-Term Disability
- Paid time off and work/life balance
- Professional dues, educational allowance expenses, and other expenses in accordance with the annual budget
- Relocation assistance (if from outside the area)

To be considered for this outstanding opportunity all cover letters and resumes should be received as quickly as possible but no later than June 7, 2024. All information received will be kept in the strictness of confidence.

Professionals who meet or exceed the established criteria are encouraged to send a compelling cover letter addressed to Bill Benneyan, General Manager / Executive Director outlining their qualifications, experience, interests, and why the Hermitage Club and the Wilmington area of Vermont will be beneficial for you, your family, and your career along with their resume to:



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Principal



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