

## Candidate Profile

Clubhouse Manager  
Kelly Greens Golf & Country Club  
Fort Myers, FL  
[www.kellygreens.com](http://www.kellygreens.com)



### Organization

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Kelly Greens Golf & Country Club is a private, bundled community in Fort Myers, Florida and is close to the gulf beaches and Sanibel-Captiva Island. The private gated community began development in 1987 and currently consists of 900+ residences comprised of single-family homes and various models of condominiums. Kelly Greens is a bundled community and therefore, financially sound.

#### Mission Statement

Kelly Greens is a private bundled golf and tennis country club community with a dedicated management team, professional staff, and friendly members. The Club provides facilities, amenities, and events that support an active casual, enjoyable, and healthy lifestyle. An Ideal location and strong financial history add to its attractiveness.

#### Vision Statement

Kelly Greens will continue to improve and add relevant amenities and preeminent services that help promote the wellness and enjoyment of its members. The Club will also protect its infrastructure and maintain its strong financial position. These actions will benefit members and grow the value of their investments. By 2025 Kelly Greens will be the preferred bundled community in Lee Country evidenced by the growth of its property.

#### Core Values

Act with honesty and integrity in all we do. Treat all with dignity, respect, compassion, and friendliness. Demonstrate a strong commitment to diversity and inclusion. Strive for continuous improvement in quality and value.

Kelly Greens is member-owned and has 939 doors. Because they are bundled, all 939 homeowners are Club members. The gross dollar volume for the Club is \$7.4 million. Annual Food & Beverage sales are \$1.15 million.

The centerpiece of the Kelly Greens Community is a Par 72 recently renovated championship golf course designed by architect Gordon Lewis. Annual rounds are 42,000. Most residences have views of the beautifully maintained course. It offers a fair challenge to golfers at all skill levels. Six sets of tees modify the course length from 4,510 to 6,812 yards. This design adjusts the level of difficulty, so the layout is enjoyable for men, women or novices yet challenging for the low handicap and professional golfer. Facilities also include a full practice range with over 20 grass hitting stations, a short game practice area and an 8,000 square foot putting green.

Other Club amenities include four tournament level tennis courts, fitness center, pool, and activities center. The Food & Beverage facilities consist of a 200-seat, full-service restaurant, a new outdoor 60 seat patio, lounge and bar, grill room, and private dining rooms. The entire space can be opened to seat 250 people to host large meetings and events.

## Responsibilities and Knowledge Required

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The Clubhouse Manager is a senior-level position who works closely with and reports to the General Manager/COO. The Clubhouse Manager's initial role and responsibility will be for ensuring the delivery of exceptional Food & Beverage service operations daily. Being the “public face” of these operations, the Clubhouse Manager must have a hands-on approach and understanding that “on-the-floor” member and staff engagement is critical to the success of this position. Constant communication will be needed with the GM/COO, Department Heads, Culinary Team, and F&B Management/Service Team to ensure a collaborative and harmonious environment exists between all areas of Club operations.

The Clubhouse Manager is responsible for the general operation of Clubhouse functions relating most importantly to F&B, but also assists in overseeing housekeeping, clubhouse maintenance, fitness, and pool operations ensuring that all services exceed member's and guest's expectations. This position is responsible for all aspects of the clubhouse operation in the absence of the GM/COO and performs specific tasks as requested.

- Report to, and partner with, the General Manager in all operational and functional areas of the clubhouse as needed and directed.
- Have a strong, highly visible, and respectful presence with the members and team members, is an exceptional communicator, and has people skills and the maturity to instinctively know how to treat members and guests with a high level of service.
- Ensure that the Kelly Greens' members enjoy outstanding Food & Beverage operations by providing respectful, efficient, and exemplary service. Food & Beverage operations are a primary focus of the Clubhouse Manager.
- Have a verifiable record of successfully leading and growing a dynamic Food & Beverage program and clubhouse operations, including building revenues, controlling costs, and meeting or exceeding planned and budgeted bottom-line goals and objectives.
- An outgoing and friendly personality with a high potential to identify with and embrace the Club's culture and traditions.
- Is a “relationship” person who is successful in finding solutions with all sides in mind.
- Conduct training programs for Food & Beverage service personnel, including service techniques, steps of service, knowledge of menu/beverage items, team building, POS training, and conflict resolution.
- Establish standard operating procedures, procurement, and processes for the operational execution of all Food & Beverage outlets.
- Oversee all banquets and social functions, including member and member-sponsored events.
- Monitor staff performance and development goals, set objectives, establish priorities, and conducts annual performance appraisals.
- Assist the GM and Controller with budget preparation and adheres to budgetary guidelines in management and operation of clubhouse, including costing of events, personnel costs, and projections for the operation of all departments under their control.
- Keep the GM informed of all significant or potentially significant operating matters, problem areas, achievements, or other matters of importance.
- Be a collaborative team player who is willing to be “hands-on” when necessary but understands when to step back and lead the team.
- Work closely with the Executive Chef to facilitate a strong relationship between the kitchen and front-of-the-house staff.
- Consistently monitor payroll and labor resource allocations to ensure they align with financial forecasting and goals.

## Candidate Qualifications

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- Must be outgoing, friendly, and passionate about providing exceptional service.
- Possess strong leadership and management skills.
- Displays excellent oral and written communication skills.
- Ability to recruit, train, and evaluate staff.
- Must make difficult personnel decisions in a timely manner.

- Ability to maintain courteous and helpful attitude under pressure.
- Maintains an operating budget and take corrective actions as necessary to assure budget goals are achieved.
- Has 5+ years' experience in private club management.

## Competitive Compensation & Benefits

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- Compensation of base salary and annual performance bonus is commensurate with qualifications and experience.
- Kelly Greens offers an excellent bonus and benefits package that includes health insurance, dental/vision insurance, CMAA membership package supporting path to achieving CCM, PTO, 401(k) with match, relocation assistance, complimentary golf, and meals while at work.

Kelly Greens maintains a culture of kindness and is dedicated to support the needs of our team through our commitment to the family/work life balance, providing development opportunities, free employee meals, staff activities and events, and a team atmosphere. Kelly Greens Golf & Country Club is an EEOC company and a Drug Free Workplace.

A full background check will be conducted on candidates. Professionals who meet or exceed the established criteria are encouraged to contact:

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