

## CANDIDATE PROFILE

### General Manager / COO

Vanderbilt Country Club  
Naples, FL

[www.vanderbiltcountryclub.com](http://www.vanderbiltcountryclub.com)



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## The Organization

Located in North Naples, just east of the Gulf, Vanderbilt Country Club is a bundled-golf community of distinction where every homeowner is also a Club member and luxury living is intimately tied to resort-style amenities and sport. Established in 1999 on more than 320 lush acres of lakes, fairways and nature preserves, the community features a tree-lined, undulating 18-hole par-72 golf course which measures approximately 6,631 yards from the tips. Designed to appeal across all skill levels, the layout is set amid pristine landscaping, offering members a high-end private club within a vibrant residential setting.

Beyond the teeing ground, Vanderbilt Country Club delivers a full country-club lifestyle. The clubhouse presents both fine and casual dining venues, while sports amenities extend to six lighted Har-Tru tennis courts, pickleball and bocce facilities, a driving range, a brand-new resort-style pool and a dedicated fitness center. The Vanderbilt Country Club community fosters a warm yet refined atmosphere. It's as much about friendships and lifestyle as it is about golf and exclusivity.

### CLUB HIGHLIGHTS:

- Exclusive community featuring 800 residences, offering privacy and prestige.
- Championship 18-hole golf course redesigned by acclaimed architect, Kipp Schulties. The stunning 18-hole par 72 consists of sparkling lakes and stately trees.
- Full lifestyle Court Sports amenities include six lighted Har-Tru tennis courts which also support pickleball, and three regulation bocce courts and a Court Sports Shop.
- A new resort style geo-thermo heated main pool with water feature, swim lanes and gradual entry. In addition, three satellite pools for members to enjoy.
- The Club offers a dedicated 5,100 square foot Wellness Center and fitness facility, which includes an exercise/equipment room and aerobics room, as well as areas for physical therapy and massage services. Group classes and professional fitness trainers are also offered.
- An elegant clubhouse providing fine dining, casual options and a robust calendar of member events.

- A newly renovated poolside Terrace Café which supports a gracious outdoor dining space and a special events area.
- There are 800 homes (condominiums, carriage homes, single-family villas and single-family estate homes) on more than 322 acres. Members and their guests enjoy stunning landscapes, shimmering lakes, lush fairways and peaceful natural preserves.
- VCC is a financially stable, member-owned operation with an engaged, discerning membership base.
- Prime location in Naples, Florida, offering year-round appeal.

## CLUB DETAILS:

- Gross Dollar Volume: \$13.1M
- Dues Volume: \$8.7M
- F&B Volume: \$2.2M
- Memberships: 800 (Bundled Community)
- Average Member Age: 65
- Initiation Fee: Included in purchase
- Dues: \$11,000
- Board Members: 5
- Committees: 13 Standing
- Direct Reports: 13
- Full-Time Staff: 58 FTE Seasonal 140
- Rounds of Golf: 40,000

**MISSION STATEMENT:** The mission of the Vanderbilt Country Club is to provide the ultimate lifestyle experience by offering exceptional amenities where members can pursue their passions.

**VISION STATEMENT:** To be the most desired golf and residential country club in Southwest Florida.

Direct reports to the General Manager/COO include: Assistant General Manager, Chief Financial Officer, Director of Member Services, Human Resources, Facilities Manager, Director of Court Sports, Activities & Communications Director, Clubhouse Manager, Executive Chef, Golf Course Superintendent and Director of Golf.

There are 13 standing committees including: Activities, Ambassador, Architectural Review (ARC), Bocce, Common Grounds & Facilities, Communications/Public Relations, Court Sports, Finance/Capital Strategies (Ad Hoc), Golf, Greens, Handicap, House and Strategic /Long Range Planning Committee.

## Position Overview

Vanderbilt Country Club is a vibrant, member-focused community where genuine friendships, active lifestyles, and a shared appreciation for excellence define daily life. Guided by its spirit of “*Great Golf. Great Friends. Great Life.*,” the Club offers an engaging and welcoming environment that celebrates both tradition and innovation. The General Manager/COO will embody that spirit, an approachable, visible leader who thrives on connecting with members and staff alike. This individual will set the tone for a culture of hospitality, transparency and teamwork that reinforces the sense of belonging that makes Vanderbilt so special.

The General Manager/COO will serve as the strategic and operational leader of the Club, responsible for delivering an exceptional member experience across all areas of the property. This includes oversight of golf, food and beverage, recreation, maintenance, administration and community services. Working collaboratively with the Board of Directors and standing committees, the GM/COO will help guide long-term planning, ensure financial and operational sustainability and preserve the Club's reputation as one of Naples' most desirable bundled golf communities.

Success in this role will require not only a strong operational acumen and attention to detail, but also a sincere passion for people, someone who leads with integrity, listens with empathy and communicates with clarity. The ideal candidate will inspire confidence through professionalism and approachability while maintaining the balance between tradition and progressive thinking that defines Vanderbilt Country Club's continued growth and appeal.

## Responsibilities

- Provide proactive, high-quality leadership and a positive image for Vanderbilt Country Club. Ensure that members receive premier service and treatment in all undertakings.
- Coordinate with the department heads to optimize the member experience across all events.
- Develop, train and execute all standards and operating policies as the foundation of a true service culture. The Club believes that great service is in paying attention to the small details.
- Set the standard for effective management, maintaining a high level of ethics, prudence, creativity and productivity, and demonstrating a concern for the supervision and development of the staff.
- Establish and maintain effective working relationships with all staff.
- Coordinate with the Board and direct reports on matters of compensation, recruitment, benefits and performance, including disciplinary and other significant personnel issues.
- Collaborate with the CFO, Treasurer and committees to prepare the annual operating, capital and dues budgets and forecasts.
- Keep the Board of Directors and appropriate committee chairs informed of all significant matters and problems.
- Manage and report on all operations and key projects to the Board of Directors, and coordinate with committee chairs to develop and manage budgets for individual programs and events.
- Maintain high-functioning management information systems and work with staff to deliver robust reporting of relevant performance metrics.
- Negotiate and recommend contracts for Board approval, seeking competitive bids for larger projects.
- Provide a hands-on, visible and approachable presence and leadership throughout all Club departments.
- Foster the development of new and entrepreneurial concepts and activities for revenue generation and member enjoyment.
- Interface with local governmental, public service, and regulatory agencies.
- Direct the Club's marketing and membership, promoting new products and the expansion of revenue-generating concepts and events.
- The active promotion and positive representation of the Club to the greater community.
- Initiate directly and through department managers, the emphasis on a member-first service culture that honors tradition, member patronage and maximizes the use of the Club's facilities.
- Coordinate and serve as ex officio of appropriate Club committees.

## Attributes

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- A driven professional with a proven ability to attract, develop, train and retain staff, fostering a culture of continuous improvement and exceptional hospitality.
- Works seamlessly across departments, promoting teamwork and synergy in all Club operations.
- Sets clear goals, adapts as needed and consistently delivers high-quality outcomes, demonstrating resilience in overcoming obstacles.
- Fosters a positive, collaborative team culture, supporting colleagues and addressing conflicts constructively.
- An articulate and intelligent communicator with excellent written and verbal skills, adept at conveying policies, procedures and expectations to staff, members and guests.
- Continuously seeks innovative ways to enhance the member experience and elevate the future of the Club and community.
- A leader with a warm personality, a good sense of humor and the ability to create an enjoyable and engaging atmosphere.
- Fosters a positive, collaborative team culture, supporting colleagues and addressing conflicts constructively.
- Provides outstanding service with prompt, thoughtful follow-through, proactively identifying and responding to member needs with professionalism and care.

## Requirements

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- A Bachelor's degree in Hotel/Restaurant Management, Business or a related field is preferred. Extensive club or hospitality experience may be considered in place of a degree.
- Minimum of five to seven years of experience as a General Manager/COO or in a similar leadership role at a member-owned private club residential community or hospitality similar setting. An exceptional Assistant General Manager, "rising star" with the proper training and mentorship would be considered.
- Experience with a Homeowner's Association is preferred, and the successful candidate should obtain their CAM license from the State of Florida, if not current or already obtained. A demonstrated ability to manage a residential community club environment is essential.
- A Certified Club Manager (CCM) designation is highly desirable, with a Certified Chief Executive (CCE) or progress toward certification considered a plus.
- Strong financial acumen with experience in budgeting, financial reporting and fiscal management.
- Strong knowledge of food and beverage and club events.
- Excellent leadership, communication and interpersonal skills, fostering collaboration and engagement among staff and members.
- Familiarity with golf operations, court sports and a keen understanding of industry trends.
- A career marked by stability, professional growth and notable accomplishments in club management.
- A person of exceptional character, motivated, energetic, friendly and deeply committed to the profession.
- Proficiency in Microsoft Word, Excel, Outlook, PowerPoint, email, internet and other relevant

software programs.

- Familiarity with Jonas Club Management Software, Club Essentials, is preferred but not required.
- Impeccable professional references are required; all candidates will be subject to a comprehensive background check.

## Competitive Compensation

- Competitive compensation/salary, an excellent performance bonus and a benefits package commensurate with qualifications and experience
- Medical Insurance, Dental, Vision and Life Insurance
- Short- and Long-Term Disability and Paid Vacation
- Professional dues, educational allowance expenses and other standard perks
- Relocation assistance (if from outside the area)

## To be Considered

To be considered for this outstanding opportunity, all cover letters and resumes should be received by December 15. All information received will be kept in the strictest confidence.

Professionals who meet or exceed the established criteria are encouraged to send a compelling cover letter outlining your qualifications, experience, interests and why the Vanderbilt Country Club and Collier County would be beneficial for you, your family and your career. Address your letter to Ms. Teri Martini, Search Committee Chair, along with your resume, to:



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