

ASSISTANT GENERAL MANAGER (AGM) PROFILE: THE OCEAN CLUB KEY BISCAYNE KEY BISCAYNE, FL

The Ocean Club Key Biscayne is seeking a polished, energized, capable and motivated hospitality professional to take the operational lead at this busy, exceptionally located community club. Possessing exceptional relationship skills in addition to a foundation of talent acquisition and development, this role is the primary 'front facing' leader, overseeing a vibrant food and beverage operation, multiple recreational and personal service amenities including 125 oceanfront privately leased cabanas, and being a strong complement to support the GM/COO who is primarily focused on projects, strategic initiatives and community related issues.

Being truly "additive" to the organization is a primary goal and helping to further establish and evolve a high-level staff culture of personalized service delivery is critical. Possessing a true "servant's heart" and delivering throughout the organization in a beautiful, oceanside multi-cultural member and staff environment is key to one's success in this role.

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

THE OCEAN CLUB KEY BISCAYNE AND COMMUNITY

Surrounded by breathtaking ocean vistas, The Ocean Club Community Association, Inc. (OCCA) is a luxurious private community featuring exceptional resort-style amenities, coveted accommodations and unsurpassed views – conveniently located within 30 minutes from the Miami Airport.

A gated, privately owned community situated on Key Biscayne, a barrier island just East of Miami, Florida, the community spans 52 meticulously planned acres, offers 11 high-rise and mid-rise towers with close access to The Beach Club – the pinnacle of this oceanfront, family friendly community. The community comprises 802 units ranging in price from \$1 to several million dollars. Within these eleven buildings are six individual associations and a master association, each headed by their own board of directors. Membership is restricted to ownership or lease of a condominium unit.

The Beach Club features an exquisite rotunda, marble mosaic and freshwater fountains, the grand Mediterranean styled Beach Club embraces 30,000 square feet of indoor and outdoor recreation via cascading stairs and the magnificent cathedral lounge.

The elegant, beautifully appointed private Palm Court dining room offers members and guests globally inspired evening cuisine or alternatively, they can enjoy the casual atmosphere at The Beach Bar & Grill for poolside nibbles, festive meals and refreshing drinks for lunch through dinner. Additionally, the new FRESCO dining venue, with indoor and outdoor seating, is an upscale option with a cool 'vibe' and overlooks the pool and ocean beyond.

Ocean Club residents enjoy the eight LED lighted Har-Tru tennis courts and clubhouse, including a pro shop, spacious lounge with bar, and gentlemen's and ladies' locker rooms plus a wrap-around veranda overlooking the tennis courts. The Ocean Club boasts a total of nine swimming pools throughout the community. Each of the six community associations has its own pool for the exclusive use of its residents and their guests. Additional offerings include the members-only Health & Fitness Spa featuring cardio and aerobics rooms and fitness specialists, a salon and spa treatments.

Several aspects of the Club's amenities have been renovated over the past couple of years including the fitness/wellness center, the dining areas, the children's pool and more including many 'back of house' areas.

THE OCEAN CLUB KEY BISCAIYNE BY THE NUMBERS:

- The Ocean Club Community Association has a budget of slightly more than \$12.0M including over \$2.5M in F&B
- 802 units comprise the entire community; all families have access to the Club amenities.
- Annual master association dues are approximately \$11,260 per unit.
- The nearly 30,000 sq. ft. clubhouse has a recently expanded main dining area, multiple smaller dining and function options, ample outdoor seating and gathering spaces. A separate bistro, adjacent to the pool, overlooks the ocean and is a very active indoor/outdoor dining and bar area.
- The expanded fitness/wellness operation inside the clubhouse is equipped with modern truly state-of-the-art equipment and services. Also provided are treatment rooms for nails, facials, massage and other personalized services.
- The Club employs over 110 full-time year-round employees.
- The Club uses the JONAS system for FOH and BOH operations.
- The Club has a solid reserve of capital resources and consistently operates with a balanced budget.
- The Club is organized as a not-for-profit corporation and is governed as a property owners' association.
- There are 7 members of the Board, each serving two year terms.
- The Club has an annual \$1,500 minimum food purchase requirement.
- Committees include Building & Grounds, Legal/Finance/Audit & Insurance, Amenities, Food & Beverage, Communications and Community Involvement and Hearing, with some additional sub-committees.
- Approximately 60% of the members live in the community year-round.
- More than 50% of members are young families with children

THE OCEAN CLUB KEY BISCAIYNE WEB SITE: www.oceanclubkeybiscayne.org

ASSISTANT GENERAL MANAGER POSITION OVERVIEW

The AGM at OCCA will interact daily with the membership and possess adroit interpersonal skills while demonstrating the maturity to instinctively understand the members and guests with a constant orientation toward service excellence and a "strong culture of hospitality" throughout the Club. He or She must be an exceptional communicator, with the ability to clearly define expectations to a staff with diverse backgrounds, while motivating them positively at all times. *OCCB is a 'world class' asset and needs to be maintained as one at all times and much of this outcome will be part of the AGM's responsibility.*

Key style, experience or personal characteristics and focus include:

- Have a strong sense of urgency and responsiveness.
- Ensure that all service and quality issues are followed up promptly, corrective action taken immediately, and systems and processes established to avoid any recurrence.
- Someone who understands and can deliver a "Ritz-like" standard of service and "has an exceptional eye for details". Further to this end, the AGM will need to be a key evaluator and understand basic maintenance functions and be able to direct and evaluate a team dedicated to significant maintenance needs in an oceanside environment.
- Be an active and dynamic recruiter of team members and enthusiastic about building an exceptional team, and one who consistently strives to lead them to significant, positive membership interactions and outcomes.
- Be a collaborative team player willing to be "hands on" when necessary but understand when to step back and be the leader others look to.
- Involve associates in the decision-making process of how 'work gets done' and create a desirable and rewarding work environment.

- Have a passion and aptitude for teaching and training and develop or enhance training programs for all service personnel, working, as necessary, with the managers directly responsible for those operations; essentially, ‘train the trainers.’
- Be a focused and objective evaluator of personnel, ensuring that standards of conduct and member service are met or, preferably, exceeded; this includes oversight of The Ocean Club’s high standards of appearance, hospitality, service, and cleanliness of all facilities.
- Establish and consistently enhance operating standards for all personnel and objectively evaluate knowledge, understanding and execution of these standards.
- Ensure that an effective orientation and onboarding program exists in all areas of responsibility, along with continuous professional development and training.
- Ensure effective and efficient staffing and scheduling for all facilities and functions while balancing financial objectives with member satisfaction goals.
- Ensure that associates clearly understand performance expectations and that assigned tasks are reasonable, well-conceived and appropriately conveyed. Provide resources necessary to allow employees to perform their jobs effectively and create an exceptional ambience for members and guests.
- Establish, support, and consistently monitor standards of dress, decorum and service.
- Take personal ownership of his or her area of responsibility, with special attention to the physical plant and overall appearance of the operation and understand the need to be consistently “member ready” in both appearance and service.

For this role, it is helpful if candidate speaks and understands Spanish, but is not required.

INITIAL KEY PRIORITIES

Amongst the many things that the new AGM will be focused on during his/her acclimation and transition to the role and OCCA, the following are some of the key areas/issues of expectation:

- Ensure that a strong, supportive and mutually collaborative effort and structure is in place in F & B, maintenance and housekeeping, fitness/wellness, pool/beach/cabana maintenance and all other areas of responsibility. Educating and ‘leading by example’ is critical, as is setting standards of expectation for interpersonal relations within and between each department is critical.
- In conjunction with the GM/COO ensure that all senior staff and departmental leaders, as well as staff, understand your role and the overall organizational chart of responsibilities and reporting lines. **Create an overall Performance Management System** with clear accountabilities, timelines and ownership outcomes.
- Review and plan for a robust method of internal communications marketing plans, ensuring that all reasonable avenues are pursued and in place to minimize surprises and positively promote an awareness and engagement outcomes in all that is undertaken.
- Evaluate the financial metrics of the F & B operation to ensure an appropriate balance of quality, efficiency, service levels and procurement processes is in place.
- Review Standard Operating Procedures and ensure that they are in place, relevant, understood and followed; create a ‘culture of personalized service’ in all areas of the operation, empowering and supporting the team once trained to these standards.
- Review and enhance as necessary the overall talent acquisition, retention and development program for all areas of the operation. TRAIN, TRAIN, TRAIN. Review the “Five Palms” culture standard, working with the GM/COO to ensure relevance and then execute this approach throughout the operation.
- Review the Club’s organizational chart in conjunction with the GM/COO, making recommendations for enhancements where necessary.
- Meet with every member of the team under your responsibility to learn their needs and understanding of the Club and its mission.

CANDIDATE QUALIFICATIONS

To perform this job successfully, an individual must be able to perform each essential duty. The requirements listed above are representative of the knowledge, skill, and abilities required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Very strong F & B skills are necessary, as is an intuitively respectful style and a “mentor/nurture/develop” approach to staff and team. OCCA operations are extremely busy in season with multiple operating outlets, events and activities occurring simultaneously, and expectations are high; thus, the ability to manage and lead in such an environment in an organized, thoughtful, mature, and member-centric manner is critically important.

EDUCATIONAL AND CERTIFICATION QUALIFICATIONS

A Bachelor’s degree (B.A.) in Hospitality Management or related fields is helpful, plus a minimum of 3-5 years of increasingly more responsible experience in a high-volume hotel, restaurant or club operation, or an equivalent combination of related education and experience.

SALARY AND BENEFITS

An appropriate salary, commensurate with qualifications and experience for the desired level of experience, will be offered. The Club offers an excellent performance bonus and benefit package, along with the typical CMAA and other professional benefits.

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 letter of interest and alignment with the above noted expectations and requirements is necessary. Your letter should be addressed to Mr. Mark Ruszczyk, GM/COO, and the Search Committee at The Ocean Club Key Biscayne, and clearly articulate why you want to be considered for this position at this stage of your career and why The Ocean Club Key Biscayne and the Miami, Florida area will be beneficial to both you and the Club if selected.

You must apply for this role as soon as possible but no later than Friday, September 18, 2020. Interviews will occur in October with a selection shortly thereafter.

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

“Last Name, First Name - Resume” &

“Last Name, First Name - Cover Letter – Ocean Club”

(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

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