



## **VILLAS DIRECTOR**

### **APOGEE**

## **HOBE SOUND, FL**

### **About APOGEE**

APOGEE is a private Club in Hobe Sound, Florida. Compelling landscapes of three distinct golf courses created by renowned architects provide diverse challenges across an expanse of 1,200 secluded acres. The highest quality amenities, service and experiences await those fortunate enough to be invited. The APOGEE Experience is the pinnacle of private golf.

### **APOGEE Vision Statement**

To set an exceptional new standard for private golf – a pristine balance of the highest caliber courses with luxuries of a 6-star destination.

### **APOGEE Mission Statement**

With appreciation for serenity and seclusion, the APOGEE experience is the pinnacle of private golf. Exacting, yet discreet service is both easy and flexible, surrounded by nature's elegance and 6-star amenities, the relentless pursuit of the new standard creates a casually sophisticated retreat for the enjoyment and comfort of valued Members, their families and invited guests.

### **Villas Program**

Our impeccably appointed and spacious Villas were designed with every luxury in mind. Member comfort and privacy are paramount, with bespoke offerings and services available at the Member request.

We will offer more than just a stay—we will provide an elevated Villa experience that combines luxury, personalization, and a deep sense of connection. Our guests will enjoy bespoke accommodations, tailored services, and curated experiences designed to create unforgettable moments. From seamless concierge services to immersive local experiences, every detail will be crafted to ensure the highest level of comfort, exclusivity, and hospitality. The current Villa count of 40 rooms will be growing to 130 with a maximum of 324 once completed.

### **Villas Director Opportunity at APOGEE**

APOGEE is excited to announce the exceptional career opportunity of Villas Director. The Club offers custom, private villas for members, guests, and family retreats, with every service at your request. The Apogee Villas are impeccably appointed and spacious; designed with every luxury in mind. The Villas Director will be responsible for managing all aspects of Villas operations, including department budget, purchases, and the planning and implementing of the department standards of operation. The Villas Director is responsible for managing the villas operations, leading the operations team, managing relationships with the members and guests, and managing the member and guest experience. The Villas Director develops and maintains a trusting, professional rapport with all members and guests. Delivers exemplary guest service and is responsible for all facets of the members and guests experience. The Villas Director will supervise villas staff and works closely with Housekeeping and other management to maintain quality operations. This position acts as an Ambassador of the Club and Villas Operation; supports and represents the company and property in a positive manner in and outside of the Club.

### **Key Responsibilities:**

#### **Guest Experience**

- Meet, greet, and provide Villa tours to prospective members.
- Ensure a seamless, luxury member and guest experience from arrival to departure.
- Review all arrivals in a timely manner to ensure any special requests are documented.
- Maintain high standards of personalized service, anticipating and exceeding member and guest expectations.
- Handle VIP and high-profile members and guests with discretion and professionalism.
- Oversee concierge services, excursions, and tailored member and guest experiences.

- Ensure consistent and professional communication with members & guests regarding events, newsletters, updates, etc.
- Maintain high visibility with members and guests.
- Monitor feedback and implement improvements to enhance satisfaction.

### **Staff Management**

- Recruit, train, and lead a high-performing hospitality team.
- Foster a positive team culture focused on excellence and collaboration.
- Conduct regular staff meetings, performance reviews, and training sessions.
- Ensure all team members adhere to APOGEE standards and service protocols.
- Handle conflict resolution and maintain high staff morale.

### **Operations & Financial Management**

- Oversee daily villa operations, including housekeeping, maintenance, and coordination with F&B team for in-villa catering services.
- Ensure budget adherence, cost control, and revenue optimization.
- Develop and implement strategies to increase occupancy and profitability.
- Maintain villa facilities and property standards at peak condition.
- Coordinate ongoing maintenance and inspections; inspect daily housekeeping services for occupied and vacant villas.
- Oversight of room preparation and coordination with the housekeeping team.
- Uphold compliance with health, safety, and luxury hospitality regulations.

### **Candidate Qualifications**

#### **Experience & Background**

- Proven experience in luxury hospitality management (Villa, resort, boutique hotel, or private estate).
- Strong background in guest relations, operations, and high-end service standards.
- Experience managing teams in a fast-paced, service-driven environment.
- Financial expertise in budgeting, cost control, and revenue management.

#### **Skills & Competencies**

- Exceptional leadership and team management skills.

- Strong ability to anticipate member and guest needs and provide personalized experiences.
- Excellent problem-solving and decision-making abilities under pressure.
- Effective communication and interpersonal skills for engaging with high-profile guests and staff.
- Knowledge of luxury service etiquette, health & safety regulations, and property management.
- Bilingual a plus

### **Educations & Certification Qualifications**

- Degree in Hospitality Management, Business Administration, or a related field.
- Certifications in Luxury Hospitality, Food & Beverage, or Concierge Services (a plus).

### **Salary and Benefits**

Base Compensation: \$150,000 annually

Competitive performance-based bonuses offered.

#### **Benefits available:**

401(k) with company match

Several Medical plan options- PPO/HMO

Supplemental Insurance options- Dental, Vision, Life, Disability, Accident & Hospital plans

Merchandise allowance in golf shop for APOGEE apparel.

### **Career Advancement Opportunities**

At APOGEE, our training and mentoring program is unparalleled, providing employees with exceptional opportunities to learn and develop. We foster an environment that nurtures individual growth, empowering our team to excel both personally and professionally.

### **Instructions on how to apply**

Please email your letter of interest, resume, and references to Carla Chiarello, Director of Human Resources to [cchiarello@apogeeclub.com](mailto:cchiarello@apogeeclub.com)

Complete Job Description available upon request.