

## **CHIEF OPERATING OFFICER PROFILE: THE CLUB AT QUAIL RIDGE BOYNTON BEACH, FL**

### **THE CHIEF OPERATING OFFICER OPPORTUNITY AT THE CLUB AT QUAIL RIDGE**

The Club at Quail Ridge (QR), one of Southeast Florida's premier private club communities, is seeking an innovative and strategic Chief Operating Officer (COO) as a Club and Community Leader to succeed its long-serving and highly respected leader, who is retiring. The Club has undergone a multi-year reimagining of most of its amenities. It is dedicated to maintaining its relevance for the future, focusing on the continuous enhancement of the member experience under the guidance of its COO.

This role requires a diplomatic, innovative, patient, financially savvy, detail-oriented leader with outstanding communication skills and a knack for mentoring and team development. QR operates as a unique and complex entity, with the COO responsible for a wide array of amenities, including a bustling 36-hole full-service club operation, one of the largest residential service operations (housekeeping, maintenance, home checks, renovations, community landscaping, irrigation, etc.), and a POA owned and managed real estate office. This position requires refined time management skills and the ability to effectively position QR in a highly competitive club community environment.

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

### **ABOUT THE CLUB AT QUAIL RIDGE AND COMMUNITY**

Quail Ridge is a premier private, gated residential country club community located in the heart of Palm Beach County, Florida. Spanning over 600 acres of beautifully landscaped grounds, it offers an unparalleled blend of casual elegance, luxury, world-class amenities, and exceptional lifestyle. It features two championship golf courses, 16 Har-Tru tennis courts, six pickleball courts, a state-of-the-art spa and fitness center, along with a magnificent 60,000-square-foot clubhouse. Residents also enjoy scenic walking trails, community pools, and a vibrant calendar of social, cultural, and sporting events.

The North Course, originally designed by Joe Lee and recently redesigned by Fry Straka Global Golf Design, along with the South Course, which has also been recently redesigned by Bobby Weed, offers championship play for golfers of all skill levels. Both courses have hosted prestigious events, including the Florida Open and U.S. Women's Open qualifiers. QR serves as the original home of the prestigious Society of Seniors and has attracted many accomplished players. Members benefit from a comprehensive golf program that features professional instruction, a state-of-the-art practice facility, and a range of competitive and social playing opportunities.

Quail Ridge has recently completed one of the finest Racquet Sports Centers in Florida, catering to its tennis and pickleball members. This 6,500-square-foot, two-story building is designed to feature a total wraparound deck that overlooks the courts. Quail Ridge boasts a very active tennis and pickleball program with over 15 tennis teams and 5 pickleball teams. Tennis and pickleball enthusiasts enjoy well-maintained courts, a pro shop, and a space for social events.

In addition to sports, Quail Ridge offers an outstanding dining and wellness experience. Members can enjoy a variety of dining options, ranging from intimate dinners to large formal events, as well as wine tastings, live music, and seasonal celebrations. The Spa and Fitness Center is a sanctuary for health and relaxation, featuring steam rooms, saunas, whirlpools, personalized fitness programs, and luxurious spa treatments.

Located 13 miles from Palm Beach Airport and 32 miles from Fort Lauderdale, QR offers convenient access to stunning beaches, upscale shopping, fine dining, and cultural attractions. Delray Beach's renowned Atlantic Avenue is only minutes away.

The Club has received significant recognition for its achievements, as demonstrated by its Platinum Clubs® award, along with accolades for the clubhouse, racquet center, and golf course.

#### **THE CLUB AT QUAIL RIDGE BY THE NUMBERS:**

- Members: Approximately 989 in all categories (not including spouses and significant others); approximately 40% of members are Canadian citizens
- Approximately 30% of the population are year-around members and 70% seasonal members
- Initiation Fee - \$100,000 (Full); \$85,000 (Intermediate); \$75,000 (Primary)
- Annual Recreational Amenities (Club) Dues - \$13,552 (Full); \$11,363 (Intermediate); \$9,436 (Primary)
- Annual POA and Condominium fees \$12,700 (condominium); \$16,500 (Villas); \$10,400 (Homes)
- Capital Dues - \$175/monthly
- 947 total residences in Community – 64 Homes; 549 Condos; 334 Villas
- Annual Dues: Approximately \$20M | Gross Payroll: Approximately \$14.3M
- Gross Volume: (Dues, club revenue and capital project fees) Approximately \$43.5M in all entities
- Food and beverage operations revenues are approximately \$2.7 million plus \$953k in annual service charge – a combined \$3.8M
- Approximately 77,000 annual rounds of golf (approximately equally divided between men and women)
- Approximately: 220 FTE / 100 seasonal employees
- QRPOA Board of Directors has 14 members, each serving a maximum of two, three-year terms
- QRCA Board of Governors has 21 members, each serving annual terms with limits set by state statutes
- The Club uses Jonas for POS and Accounting
- The average age of all members is approximately 70 years (the average age joining over the last five years is 62-64)

**THE CLUB AT QUAIL RIDGE WEBSITE:** [www.quailridgecc.com](http://www.quailridgecc.com)

#### **CHIEF OPERATING OFFICER POSITION OVERVIEW**

The COO of Quail Ridge reports directly to the Club President and the Board of Directors while overseeing all aspects of the Club and community. He or she coordinates and administers the Club's policies and provides strategic leadership to the Board, committees, departments, and all QR entities and affiliates. The COO is responsible for developing operating policies and procedures and directing the daily operations of all departments, including the POA, golf course management, clubhouse facilities, food and beverage services, membership relations, events, community services, amenities, and financial health. The goal is to ensure high member satisfaction and maintain profitability by managing budgets, staff, and overall policies as outlined by the Board of Directors. Emphasis should be placed on delivering the highest quality standards to enhance the experience for members and their guests.

The COO is responsible for managing all functions of the Quail Ridge Property Owners Association, Inc., which does business as The Club at Quail Ridge, Quail Ridge Condominium Association, Inc., the Quail Ridge Rental Program, and Quail Ridge Country Club Realty, Inc. He or she oversees and provides all budgetary and financial reports required by the management and officers of these organizations and by organizational regulatory bodies.

The COO directly supervises the Property Management Directors and Departments, Recreational Amenities (traditional club) Directors and Departments, Real Estate operations, Condominium Association, CFO, Executive Assistant to the COO, POA/Community Association Manager, Director of HR, Director of Community Services, Director of Maintenance, Director of Community Landscaping, Director of Marketing and Membership, Director of Security and Safety, Director of Clubhouse Operations, Executive Chef, Director of Golf, Director of Agronomy, Director of Racquet Sports, Director of Spa and Fitness, and the Director of Real Estate and Broker in Charge.

The COO is expected to be a consummate and respectful professional regarding transparency, honesty, straightforwardness, integrity, accountability, leadership, and dedication. He/she must inspire and motivate a strong, well-regarded team at Quail Ridge and earn the respect of its members, employees, and the broader community. Gaining and maintaining the trust and confidence of these constituencies is a critical success factor for Quail Ridge.

Quail Ridge is a close-knit and dynamic operation that requires its COO to possess significant administrative and organizational skills, strong financial insight, and a naturally "front-facing" approach.

The ability to analyze and present critical financial information and expectations clearly and concisely to various committees, the board, and the leadership team is also essential. Cultivating a culture of excellence in all aspects of service, programming, amenities, and more is a crucial attribute for success and must be a top priority.

While important at all clubs, communication is vital at Quail Ridge. The COO must be comfortable and effective in communicating with all staff levels, the diverse demographics of the membership, outside vendors, and community leaders in both one-on-one interactions and large group settings. Exceptional personal presentation and writing skills are essential for this role, along with a sincere and approachable style. By collaborating with the Board, Committees, and Senior Staff, the COO must ensure that the Club's vision is relevant, topical, well-constructed, and that everyone involved understands their responsibilities.

Quail Ridge is a very inclusive and welcoming community and club. The new COO should embody and promote this culture of inclusivity and warm hospitality.

## **KEY PRIORITIES**

Initial priorities for the new COO are expected to include:

- Spend considerable time with the Board, Members, and Staff to listen and understand the culture and history of Quail Ridge before making any significant changes. Be available, approachable, inclusive, interactive, and “present.”
- Strive to create synergy amongst the Team and the varying groups of the membership, by actively listening and engaging with everyone in the various areas of the Club. Be highly visible in all areas, including the golf courses, which members identify as their most valuable assets.
- Evaluate the overall service experience, especially in food and beverage operations and golf operations, collaborating on a ‘game plan’ for quick enhancements, if any are deemed necessary and appropriate.
- Analyze and monitor Quail Ridge's essential KPIs (Key Performance Indicators); emphasize data-driven decision-making within the Board, Committees, and team.
- “Pay attention to details” around the Club—the physical plant, SOPs, programming, activities, etc. Work with the senior staff to create enhancement strategies for all areas and keep the Board well informed about what and why.
- Thoroughly evaluate the current organizational chart, which strongly emphasizes human resources and communications. Then, make recommendations to the Board for any changes or enhancements.
- Review current practices for staff recruitment, retention, and overall development/training strategies, and work with the Team to develop a plan for enhancement in each area as appropriate. Quail Ridge has an active H2B/J1 program that the new COO should quickly become familiar with to ensure all program elements are well-defined and covered.
- Become familiar with the long-term plan and vision for the facilities; quickly come up to speed with current and upcoming capital projects.
- After 90 days of evaluation and observation, create a “State of the Club” report for the board, providing keen insights and recommendations regarding procedures, staffing, programming, and other key processes within QR.

## **CANDIDATE QUALIFICATIONS**

The ideal and outstanding candidate will:

- Possess high energy as a general manager or a well-mentored AGM, demonstrating a passion for service excellence in all areas of club operations while providing innovative leadership and solid guidance to club members and staff.
- Exceptionally strong communication and facilitation skills, both written and verbal, along with the appropriate personal presence and “gravitas,” desire, and ability to interact effectively with and before diverse constituencies of members, staff, vendors, community officials, and others who contribute to Quail Ridge's success.
- As noted, have the verifiable history and ability to attract, hire, mentor, develop, and lead a high-performing team of professionals, ensuring that they continue to function as one team rather than individual departments while setting and maintaining performance standards appropriate to perpetuating the Club's strategic vision.
- Exhibit discipline, inspiration, energy, and vision as a leader capable of fostering a culture of consistent quality service and attention to detail. Be someone who is visible yet operates strategically, able to clearly communicate strategies and expectations to the team he/she naturally mentors.
- Possess a minimum of 10 years of progressive leadership and management experience in a private member-owned club community or high-end resort operation, ideally including real estate and property management with member boards and committee involvement.

- Possess knowledge of industry best practices; stay attuned to leading trends in clubs both nationwide and in Florida.
- Be informed about POA laws in Florida (i.e., FL Statutes 718 and 720). If You are not certified or experienced in Florida community management, commit to obtaining certifications to acquire the necessary knowledge.
- Is expected to be a “consummate hospitality professional” with a “servant’s heart” and strong operational management skills who, in collaboration with the Board, Member Committees, and Senior Staff, can define and strategically execute plans to ensure Quail Ridge is recognized as one of the premier clubs and communities in the country.
- Possess a strong history of success and a keen understanding of quality F&B operations, golf operations excellence, mentoring, strategic planning, innovation and creativity, and strong service culture development.
- I have demonstrated the ability to attract, hire, develop, and engage a high-performing cross-functional team that is focused on embracing standards of excellence in everything they do. Critical to this outcome is ensuring a highly collaborative leadership team with clear goals and accountabilities, supported by a strong advocate for their individual and group success.
- Demonstrate financial and budgeting skills with significant prior P&L responsibility and a solid understanding of the balance sheet, member equity, capital reserve strategies, and cash flow.
- Have had prior involvement in conceptualizing, developing, coordinating, and executing strategic and capital projects of some magnitude, including gaining member and staff support and understanding current trends and member/staff expectations. Staying relevant and ahead of changing demographic expectations regarding services, programming, and amenities will continue to be highly important at The Club at Quail Ridge.
- Be a creative problem solver who commands respect because of the way he/she interacts with others, lives up to his/her word, and confidently puts forth recommendations to the Board and Staff; a true “thought partner” with the Board and Committees to the long-term success of Quail Ridge.

#### **EDUCATIONAL AND CERTIFICATION QUALIFICATIONS**

- A bachelor’s degree with a focus on hospitality management is preferred.
- In lieu of the degree, substantial private club or hospitality experience will be considered.
- Industry certifications such as CCM, CCE, CMC, CAM, LCAM, and PCAM are encouraged but not required.

#### **EMPLOYMENT ELIGIBILITY VERIFICATION**

In compliance with federal law, all hired employees must verify their identity and eligibility to work in the United States and complete the required employment eligibility verification form upon hire.

#### **SALARY AND BENEFITS**

Salary is open and commensurate with qualifications and experience. The club offers an excellent bonus and benefits package, including association membership.

#### **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. Please be sure your image is not present on your resume or cover letter; that should be used on your LinkedIn Profile.

Prepare a thoughtful cover letter addressed to **The Club at Quail Ridge Search Committee/Mr. Stephen Smith, Search Chairman**, and clearly articulate your alignment with this role, why you want to be considered for this position at this stage of your career, and why Quail Ridge and the Boynton Beach, FL area will be beneficial to you, your family, your career, and the Club/Community if selected.

**You must apply for this role as soon as possible but no later than Tuesday, April 22, 2025. Candidate selections will occur in early May, with the first Interview expected later that month and the second interview in early June. The new candidate should assume his/her role on or around September 2025.**

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

“Last Name, First Name - Resume” &

“Last Name, First Name - Cover Letter – Quail Ridge”

(These documents should be in Word or PDF format)

Note: Once you complete the application process for this search, you cannot 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](mailto:patty@kkandw.com)

**Lead Search Executive:**

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