

# KOPPLIN KUEBLER & WALLACE

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## **DIRECTOR OF HUMAN RESOURCES PROFILE: BONITA BAY COMMUNITY ASSOCIATION BONITA SPRINGS, FL**

### **DIRECTOR OF HUMAN RESOURCES AT BONITA BAY COMMUNITY ASSOCIATION**

Bonita Bay Community Association is seeking an accomplished, approachable, and bilingual Human Resources expert. Their next Director of Human Resources will lead the people operation at their beautiful community association in Bonita Springs, FL. As a member of a talented leadership team, this role will set and execute the Association's people strategy including talent acquisition, succession planning, organizational development, employee relations, compensation, benefits, learning, and employee engagement.

This is an excellent opportunity for a seasoned HR professional who has the proven ability to think strategically, bringing new and creative ideas to the operation, but also loves the day-to-day HR responsibilities and personal employee interactions. This people-leadership role goes beyond the traditional responsibilities of simply administering HR to the operation; we are looking for a relationship-builder who is a driven, innovative, visible, and hospitality-infused leader.

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

### **ABOUT BONITA BAY COMMUNITY ASSOCIATION**

Bonita Bay Community Association, located in Southwest Florida, is celebrated for its exceptional sports, social interactions, and environmentally conscious planning. There are approximately 3,300 homes located on 2,400 acres. For over three decades, it has maintained its status as one of the most sought-after addresses in the region.

Living in harmony with nature, the Community Association is committed to preserving the natural beauty and historical significance of Bonita Bay. Homeowners automatically become members of the Bonita Bay Community Association, enjoying access to common areas, grounds, roads, and the Private Beach Park. Additional amenities for those looking for an active lifestyle include pickleball, bocce, tennis, kayaking and more. The Association hosts a variety of events and activities, catering to diverse interests, such as the Christmas Tree Lighting, Easter Egg Hunt, and educational presentations.

With less than half of the available land developed, Bonita Bay maintains a focus on preserving nature and wildlife. The community offers scenic open spaces, expansive nature preserves, numerous lakes, tropical landscaping, and twelve miles of recreational paths, providing a discerning style for every desire. Residents benefit from a Blue Zones Recognized Community designation, emphasizing a well-balanced life through wellness, connection, and educational opportunities.

### **BONITA BAY COMMUNITY ASSOCIATION BY THE NUMBERS**

- Full-time employees: 125 Full-time employees; minimal seasonal staff
- HR department: Includes the DHR & HR Coordinator
- Approximate current employee turnover rate: 23% annually
- Approximate annual gross payroll: Approx \$7.5M
- PEO Resource: Yes, *CoAdvantage*, handling all compliance, year-end reporting, etc.

- Community Association accounting system: Jonas
- HR/Payroll System: Stratus Time, provided through PEO
- HR Committee: Yes
- H2B labor used: No
- Collective Bargaining Agreements: None
- Average age of members: 69

**BONITA BAY COMMUNITY ASSOCIATION WEBSITE:** [www.bonitabayresidents.com](http://www.bonitabayresidents.com)

### **DIRECTOR OF HUMAN RESOURCES – POSITION OVERVIEW**

The Director of Human Resources (DHR) at Bonita Bay Community Association (BBCA) reports directly to the General Manager and is charged with serving its most important assets: its employees. In this role, the DHR will work hand in hand with the operations team to centralize the human resources function for the Association. With an intuitively engaging and approachable style, the successful candidate will display leadership and professionalism in balancing administrative responsibilities with the need to be highly visible and interactive with all departments and staff members, property-wide.

The DHR role will office out of the Association and will work a traditional Monday-Friday work schedule, with occasional nights, weekends, and holidays as needed to support the staff.

### **INITIAL PRIORITIES OF THE NEW DIRECTOR OF HUMAN RESOURCES**

As an integral part of BBCCA's management team, the following priorities have been identified as recommended primary focus:

- **CONNECT** – Build relationships, listen, observe, meet, and learn about the various departments and staff. Get to know what makes BBCCA a special place to work.
- **HR BASICS** – Assume responsibility for the HR basics: employee recruitment, onboarding, offboarding, benefits administration, etc. Ensure the essentials are getting done. Begin to source and retain a strong HR Generalist.
- **ASSESS & EXECUTE** – Evaluate current human resources processes and create a strategy and action plan for enhanced people operations moving forward. This will include a focus on
  - Recruitment and retention strategies,
  - Management training and development
  - The centralization of all human resources process, policies and procedures, and
  - Any other Association strategic initiatives as determined by the GM and Board.

### **Behavioral Expectations**

- This role involves making connections with people, motivating, and inspiring them to achieve results. This is not a desk job. The DHR will proactively be visible throughout the operation.
- This position requires proactive initiative and self-direction, being comfortable influencing change.
- A poised and engaging, empathetic communication style based on natural warmth and enthusiasm is the key to connecting with the team.
- Detail work is a major focus of this position, and those details need to be handled quickly, correctly, and efficiently.
- The successful candidate will be approachable to both staff and leadership and strike the delicate balance of being hands-on in the HR operation while driving the talent strategy for the Association.

### **Human Resources Strategy, Administration and Compliance**

- Drives the development and implementation of HR policies and procedures, utilizing the PEO for updates and revisions as needed to ensure compliance with all federal, state, and local employment laws and regulations.

- Performs benchmarking activities and explores new strategies as appropriate. Monitors trends and performs analysis, adjust as needed.
- Consults with legal counsel as appropriate and/or as directed by the Leadership Team on Employee concerns about EEOC, harassment, and lawsuits.
- Annually reviews and makes recommendations to the Leadership Team to improve the Association's policies, procedures, salary/compensation program, and practices on employment matters.

#### **Employee Recruitment, Selection, and Onboarding**

- Strategizes with department heads to create a recruitment and retention strategy, building a strong applicant pipeline in all areas of the Association.
- Creates a strong interviewing process and protocols; trains managers in effective interviewing techniques, ensuring HR serves as the culture gatekeeper for the Association.
- Works with managers to ensure job descriptions are accurate, up-to-date, and clearly communicated to employees.
- Tracks recruitment metrics such as turnover, time-to-fill stats, and exit interview data and provides recruitment insights to management team.
- Oversees the development and implementation of the employee orientation program and works with managers to ensure effective training programs are used at the department level.

#### **Engagement, Training and Performance Management**

- Maintains a welcoming presence and open-door policy in the HR department.
- Encourages employees to provide feedback and share concerns, acting on feedback in a timely manner.
- Develops the Association's progressive discipline program with Leadership Team and drives Employee performance appraisal efforts. Coaches managers on job-related discipline, concerns, and discharges, providing appropriate training for managers on coaching, counseling, and progressive discipline.
- Drives employee engagement and appreciation efforts by creating and coordinating employee events and recognition programs.
- Develops and facilitates team education as needed based on operational needs.
- Drives effective employee communication, using all avenues, especially the digital space.

#### **Employee Benefits and Compensation**

- Partners with insurance broker to ensure appropriate employee care and effective cost management.
- Develops compensation strategy, completes an annual review of Employee wages, review increases and changes to pay structures to ensure wages conform to budget requirements and competitive market shifts throughout the year.
- Tracks paid benefits such as PTO and vacation.

#### **CANDIDATE QUALIFICATIONS**

- Exceptional understanding of all functions of Human Resources and a robust knowledge of applicable federal/local/state laws and HR best practices.
- A history of progressive Human Resources management experience within a hospitality or service-oriented culture, preferably within hotels, associations, clubs, restaurants, or retail industries.
- Ability to work with a high level of confidentiality and professionalism, demonstrating sound judgment.
- Spanish proficiency is required.
- Must be technologically savvy, highly computer literate, and comfortable with other digital platforms.
- A proven track record of creative and effective recruitment techniques, initiatives, and results.
- Ability to maintain calm and reason, be a good listener, and deal well with interruptions and competing priorities throughout the day.

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

- Bachelor's degree in HR or business-related field preferred
- Formal education in HR Management
- SHRM-CP or SPHR/SHRM-SCP preferred

### **EMPLOYMENT ELIGIBILITY VERIFICATION**

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

### **SALARY AND BENEFITS**

Salary is open and commensurate with qualifications and experience. The Association offers an excellent bonus and benefits package including SHRM association membership and conference education.

### **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 Alp Ozsoy, General Manager**, 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 BBKA and the Bonita Springs, FL area will be beneficial to you, your family, your career, and BBKA if selected.

**You must apply for this role as soon as possible but no later June 19, 2024. Candidate selections will occur late June with first interviews expected in mid-July and second interviews a short time later. The new candidate should assume their role in mid-August.**

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

“Last Name, First Name - Resume” &

“Last Name, First Name - Cover Letter – Bonita Bay”

(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 Alice Stevens: [alice@kkandw.com](mailto:alice@kkandw.com)

### **Lead Search Executive:**

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