

GENERAL MANAGER PROFILE: BARBUDA OCEAN CLUB CODRINGTON, ANTIGUA & BARBUDA

GENERAL MANAGER AT BARBUDA OCEAN CLUB

Barbuda Ocean Club is seeking an energetic, outgoing, and engaging General Manager to join the Club Operations Department. In this role, you will be part of creating the Discovery Land Company experience for our members and fellow employees. The General Manager ensures that the property owner/members' experiences exceed their expectations. This individual will manage all aspects of operations for the club, including its activities and the relationships between its members, guests, employees, management teams, community, and vendors.

As the General Manager, you will play a pivotal role in maintaining the brand and infusing our community with a vibrant vibe. You will be responsible for ensuring seamless coordination and exceptional service across all areas. Your performance will be measured through key performance indicators (KPIs). You will be seen as the "face of the club" and should attend all key events.

ABOUT BARBUDA OCEAN CLUB AND COMMUNITY

Nestled in the heart of the Eastern Caribbean, Barbuda Ocean Club is a one-of-a-kind private members residential community. An island escape where families live in simple elegance while pursuing their island passions. Established across 1,600 acres, members have access to a Tom Fazio-designed seaside golf course, fresh farm-and-sea-to-table Caribbean cuisine at our exclusive beach clubs, and miles of the most stunning beaches in the West Indies. It is here that our members can create lifelong family memories and build a legacy that will be treasured for generations to come. At Barbuda, our employees use their personal talent, passion, and resources to meaningfully integrate with diverse communities to provide the highest level of service that contributes to the creation of unforgettable experiences.

Discovery Land Company is a U.S.-based real estate developer and operator of private residential club communities and resorts with a world-renowned portfolio of domestic and international properties. The mission of Discovery Land Company is to create one-of-a-kind environments that provide individuals and families the freedom, security, and resources to learn, grow, and play in some of the most beautiful places in the world.

www.discoverylandco.com

BARBUDA OCEAN CLUB WEBSITE: www.barbudaoceanclub.com

GENERAL MANAGER – POSITION OVERVIEW

The General Manager (GM) will be responsible creating a warm welcoming atmosphere for members and guests. and for overseeing the operations and management of existing and future amenities along with the successful opening of the golf course, ensuring operational excellence and driving strategic growth within Barbuda Ocean Club. Reporting directly to the Project President, with a dotted line to the Regional Vice President of Club Operations, the GM will play a pivotal role in ensuring exceptional member experiences, optimizing operational efficiency, and contributing significantly to the overall success of the organization.

The ideal candidate will be an engaging, visible, and welcoming leader with a hands-on approach, setting the tone for excellence and innovation while leading the training and development of employees. The GM will be personally present at events, both big and small, recognizing the importance of creating memorable experiences and enhancing the unique qualities that make Barbuda Ocean Club a premier destination for residences, ocean activities and golf.

With proven experience in senior management within the hospitality or luxury resort industry, the GM will possess strong leadership skills, exceptional interpersonal and communication abilities, and a passion for delivering unparalleled member experiences and innovative services. Join us at Barbuda Ocean Club and be part of a team dedicated to creating a world-class environment for our members and employees.

INITIAL PRIORITIES OF THE NEW GENERAL MANAGER

Club Operations

- Drive the company's mission, vision, and values daily.
- Maintain and uphold brand DNA in all services provided.
- Ensure the smooth day-to-day operations of the club, including facilities maintenance, housekeeping, security, and landscaping.
- Develop and implement operational policies and procedures to maintain a high level of service quality.

Member Relations

- Focus on ensuring a high level of member satisfaction by addressing member concerns, providing exceptional service, and maintaining open communication channels.
- Focus on enhancing the member experience by providing exceptional service and addressing member inquiries and concerns promptly.
- Develop and implement programs and events that cater to the interests and needs of the members.
- Act as a liaison between the club's management and its members, fostering strong member relationships.
- Assist and accommodate all homeowners regarding any preparations and/or concerns.
- Frequent the Food and Beverage venues to ensure member satisfaction.

Financial Management

- Assist the VP of Operations in managing the business of the club, including working closely in areas of financial oversight of the income statement, balance sheet, cash flow, capital budget, project management, and strategic planning.
- Work with VP of Ops, Accounting, and Executive Team to develop and manage the club's budget, ensuring responsible allocation of funds for various club activities, maintenance, and staff salaries.
- Financial Reporting: Provide regular financial reports, detailing revenue, expenses, and financial performance.

Leadership and Management

- Provide strong leadership to the club's staff, fostering a positive and collaborative work environment.
- Embrace and enhance the Barbuda team culture.
- Oversee and manage department heads and staff, including hiring, training, performance evaluations, and disciplinary actions when necessary.
- Develop and implement effective management strategies to achieve the club's goals and objectives.
- Host daily 15-minute morning standup.
- Draft daily email recap to leadership with a summary of highlights.
- Attend/host weekly one-on-ones with direct reports.
- Co-host the weekly leadership meeting.
- Attend bi-weekly Project Executive Committee meetings.

Staff Management

- Hiring and Training: Recruit, hire, and train club staff.
- Oversee day-to-day staff operations, ensuring high standards of service, professionalism, and adherence to club policies.
- Performance Evaluation: Conduct staff performance evaluations, set goals, and implement training programs for improvement.
- Focus on staff and contractors, on the island, living accommodations, and amenities.

Marketing and Sales

- Coordinates with the sales and marketing team to promote the club's services and facilities to prospective owners/members and current members.

CANDIDATE QUALIFICATIONS

- Minimum 5-7 years leadership in an established high-end luxury environment.
- Proven experience in luxury hospitality operations management.
- Being part of starting up a new property is also a valued experience.
- Exceptional leadership skills with the ability to mentor, motivate and inspire teams.
- Excellent communication and interpersonal abilities.
- Entrepreneurial mentality with the ability to drive results; adaptable, problem solver, and strategic thinker.
- Marketing experience is valuable for this position.
- Strong in performance management and team development.

EDUCATIONAL AND CERTIFICATION QUALIFICATIONS

- A bachelor's degree in hospitality management or a related field with a PGA background and/or hospitality experience with a focus on high-end luxury.
- In lieu of the degree, substantial private club or hospitality experience will be considered.
- Industry certifications such as CCM, CCE and CAM are encouraged but not required.

SALARY AND BENEFITS

Salary is open and commensurate with qualifications and experience. The club offers an excellent bonus and benefit package. Housing will be provided along with travel subsidies. Working in Antigua/Barbuda has certain income tax benefits that you should investigate depending on your citizenship.

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 Barbuda Ocean Club search committee/Katie Sitter and clearly articulate your alignment with this role and why you want to be considered for this position at this stage of your career and why BOC and the **Antigua & Barbuda** area will be beneficial to you, your family, your career, and the Club if selected.

You must apply for this role as soon as possible but no later than Monday, August 5, 2024. First Interviews are expected in mid-August. The new candidate should assume his/her role in early October.

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

"Last Name, First Name - Resume" &

"Last Name, First Name - Cover Letter - Barbuda 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.

If you have any questions, please email Katy Eliades: katy@kkandw.com

[Click here](#) to upload your resume and cover letter.

Lead Search Executive:

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