

## **ASSISTANT GENERAL MANAGER PROFILE**

### **MIZNER COUNTRY CLUB**

### **DELRAY BEACH, FL**

#### **ASSISTANT GENERAL MANAGER OPPORTUNITY AT MIZNER COUNTRY CLUB**

An exceptional opportunity exists for a candidate with a successful leadership and operations management history. We are searching for the Assistant General Manager at the prestigious Mizner Country Club in Delray Beach, FL. The successful candidate will be an integral part of a high-performing team at this world-class club.

The new AGM will be an active 'front-facing' leader supporting the efforts of the GM/COO and working closely with the Board, Committees, and other Senior Leaders to continue to ensure Mizner Country Club stays relevant to its members, staff, and future. The key to success for the new AGM is to be a highly organized 'multi-tasker' who has natural engagement skills and is highly visible and responsive to member and employee needs.

#### **ABOUT MIZNER COUNTRY CLUB**

Mizner Country Club is an exclusive residential community and golf club in Delray Beach, Florida. Mizner Country Club was established in the early 2000s by developer Toll Brothers, known for their luxury residential developments. The community was designed to embody the opulent style and ambiance reminiscent of Addison Mizner, a renowned architect known for his Mediterranean Revival and Spanish Colonial Revival designs in Florida. The architecture reflects the Mizner aesthetic, characterized by red-tile roofs, stucco exteriors, decorative ironwork, and lush landscaping. The community features custom-built luxury homes, each showcasing elements of Mizner's signature style.

Central to Mizner Country Club is its championship golf course, redesigned by golf course architect Kipp Schulties in 2017. The course offers challenging play amidst meticulously landscaped fairways, water features, and bunkers. It has garnered acclaim for its design and maintenance standards. In addition to golf, Mizner Country Club offers an array of upscale amenities for its residents and members. These amenities include six tennis courts, three pickleball courts, a state-of-the-art fitness center, luxury swimming pool, fine dining options, and social spaces for events and gatherings.

This member-owned club fosters a close-knit community atmosphere among its residents and members. Over the years, Mizner Country Club has continued to enhance its offerings and maintain its reputation as one of Delray Beach's premier residential communities and golf clubs. Its commitment to luxury living, exceptional amenities, and impeccable service has solidified its status as an exclusive destination for those seeking an upscale lifestyle in South Florida. Overall, Mizner Country Club stands as a testament to the enduring allure of Addison Mizner.

**Mission Statement:** Mizner Country Club's mission is to provide members, their families and guests with gracious and personalized service, excellent social and recreational amenities that enable enduring friendships that nurture a sense of community.

**Vision Statement:** Mizner Country Club will strive to be recognized as one of South Florida's outstanding private country club communities noted for their esthetic beauty, well-maintained facilities, a sense of community, providing a friendly atmosphere and an engaging lifestyle.

#### **MIZNER COUNTRY CLUB BY THE NUMBERS:**

- Members: 498
- Initiation Fee - \$160,000 – Full Member
- Annual Dues: \$33,823
- Annual Dues Volume: Approximately \$15.8M
- Year Capital Dues: \$7,000
- Gross Volume: Approximately \$28.7M
- F&B Volume: Approximately \$4.4M
- Gross Payroll: Approximately \$12.6

- Annual Rounds of Golf: Approximately 36,538
- Sixty-three percent a la carte 37% catering
- The Club is organized as a Florida Not-For-Profit and Federal for Profit
- 9 Board Members: Serving 3-year terms.
- Employees: 150 FTE / 55 seasonal
- Average age of Membership: sixty-four
- The Club uses Jonas.

**MIZNER COUNTRY CLUB WEBSITE:** [www.miznercc.org/](http://www.miznercc.org/)

#### **ASSISTANT GENERAL MANAGER – POSITION OVERVIEW**

- Reports to the General Manager/COO and manages all aspects of the Club in the absence of the GM/COO.
- Oversees Food & Beverage, Catering, Valet, and Facilities Maintenance.

#### **Member Services**

- Maintains a “lead by example” approach within the clubhouse while maintaining a very upbeat, “can do” attitude toward members, team members, services, programs, and initiatives.
- Actively and meaningfully engages with members, maintaining high visibility and accessibility to both members and staff.
- Exhibits leadership qualities characterized by honesty, integrity, and positivity, serving as a role model for members, guests, and staff.
- Creates and maintains a first-class service culture throughout the Club property.
- Effectively manages and resolves any concerns or feedback from members and guests.
- Is responsive to members’ requests and strives to find creative ways to accommodate reasonable requests. He or she believes in the service philosophy: “the answer is ‘yes,’ now what is the question?” Addresses member and guest complaints and advises the General Manager about appropriate corrective actions taken.

#### **Employee Relations**

- Collaborate closely with the DEC and HRD in recruiting, hiring, and nurturing employee talent. Oversees ongoing training programs complete with up-to-date training manuals to ensure exceptional service across all Club operations.
- Plan and execute training and employee development of all subordinate managers and supervisors subject to budget approval. Promote a culture of teamwork among employees, offering coaching, guidance, and performance assessment to departmental staff.
- Build a stable and healthy work environment grounded in honesty, trust, and fairness.
- Facilitate a team environment with high moral and ethical standards, and efficient use of resources to position Mizner Country Club as a preferred employer of choice in the community.
- Manages the department’s long-range staffing needs, to include recruitment, training, supervision, and terminations in responsible areas.

#### **Personnel Management**

- Assume direct oversight for Valet, Facilities Maintenance, Catering, and Food and Beverage department heads, while collaborating with Culinary, Golf, Racquets, Fitness, Mizner Kids, and Accounting, to ensure a high level of service and standards.
- Provide active leadership to managers and staff, including instruction, coaching, recognition, and disciplinary actions. Is an approachable analytical person for staff, members, and guests.
- Continuously seek professional growth as a club management professional and as a member of CMAA.
- Assures that all applicable Club policies and procedures are followed, to include quality standards. Establishes, updates, and maintains all written standards and procedures for the department as needed.

## Operational Responsibilities

- Understands and abides by Mizner Country Club policies and departmental procedures. Proposes and potentially leads the implementation of strategic and operational improvements.
- Ensures compliance with all relevant local, state, and federal regulations in managing departments and people.
- Oversees all operational and functional areas of the Clubhouse as needed, with a primary focus on Food and Beverage operations.
- Responsible for long-range planning for the department in concert with the Club's planning process.
- Works with the Club's Controller and CFO to identify and develop operating reports and for ongoing control of the department.
- Researches new products/services/vendors and develops an analysis of their costs/benefits.
- Disseminates information effectively and coordinates activities between departments.
- Maintains regular communication with the GM/COO about potential problems and operational developments.
- Exhibits a sharp eye for detail in the overall management of the operation.
- Provides annual Operating Budgets and Capital Budgets for all Direct Reports.
- Is a collaborator who meets deadlines and follows through on requests from team members and members.
- Proactively seeks solutions and involves team members in the decision-making process.
- Undertakes special projects from the Club GM as assigned.

## CANDIDATE QUALIFICATIONS

- Is an enthusiastic and credentialed leader with at least 5 years of management experience in high-end hospitality such as elite private clubs or five-star resorts and a proven history of providing premier-level hospitality services.
- Values and will invest in staff and member relationships genuinely and meaningfully to achieve maximum member satisfaction and contribute to Mizner being the employer of choice.
- Has a verifiable history of successfully leading and growing dynamic club programs, including creative conception, building revenues, controlling costs, and meeting or exceeding planned and budgeted bottom-line goals and objectives.
- Has a cheerful outlook; is professional in nature with a high degree of integrity; has a strong work ethic, and can manage a fast-paced, high-energy environment.
- Is a proven leader with effective time management skills and the ability to manage multiple tasks and projects simultaneously.
- Strong knowledge and experience in quality F & B operations.
- Has an innate ability to engage sincerely with members and guests, and the ability to motivate, organize and lead others.
- Is successful at finding solutions for complex employee and member problems.
- Stable professional career in the related hospitality field, such as highly respected clubs, resorts, or hotels.
- Proven leadership qualities with demonstrated abilities to direct, coordinate, and manage all facets of a premiere, private Club community.
- Proficient in advanced computer skills, with expertise in all Microsoft Office programs, leveraging technology to enhance efficiency and deliver polished, professional management reports.
- Sufficient financial acumen to comprehend the finances and budgets of a complicated organization.
- Sound and current knowledge of human resources practices, including wage and hour laws, employment and discharge, equal opportunity employment, and the full range of employee benefits.
- Strong verbal and written communication skills. Comfortable writing for and speaking to a wide variety of groups including staff and board committees.
- **Visibility and polished communication skills among members and guests are incredibly important attributes of the incoming AGM.**

## **EDUCATIONAL AND CERTIFICATION QUALIFICATIONS**

- A bachelor's degree is highly preferred, with an emphasis in Hospitality Management.
- Industry certifications such as CCM, CCE are encouraged.

## **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 club offers an excellent bonus and benefits package including association membership.

## **INSTRUCTIONS ON HOW TO APPLY**

**Prepare a thoughtful cover letter addressed to Mr. Mark Bado, MCM, CCE, GM/COO**, clearly articulate your alignment with this role, why you want to be considered for this position at this stage of your career, and why MCC and the Delray Beach area will be beneficial to you, your family, your career, and the Club if selected. Please email [jmaddox@miznercc.org](mailto:jmaddox@miznercc.org).