



RCS Hospitality Group
a new generation of hospitality management
6412 Brandon Ave. #339 Springfield, VA 22150
www.consultingRCS.com

Position Available:
GENERAL MANAGER
Villages at Country Creek – Estero, FL

The Villages at Country Creek is an active bundled community with 966 residences, made up of condos, villas, and single-family homes. The club offers a vibrant set of amenities for the members and homeowners including a restaurant, executive golf course, 5 pools, 5 tennis courts, and bocce courts. The Villages at Country Creek is searching for a dynamic General Manager with 5+ years of onsite CAM experience in a FL HOA environment. Reporting to the Board of Directors, the General Manager will be responsible for overseeing and managing all facilities, property, operations, and a staff of the Master HOA, golf, and food & beverage. He/she must have a professional, polished demeanor and excellent people skills.

POSITION RESPONSIBILITIES:

The General Manager will have expertise in a country club and homeowner association operations and management. The successful candidate will have experience in Florida (with CAM license) running a seasonal club with a housing component. The club will seek a community vote on a potential \$8M renovation plan to be executed in phases. Other projects include an upcoming green renovation and 30-year capital reserve study, the successful candidate will have experience managing several projects, overseeing existing operational contractors, while operating amenities efficiently in a dynamic situation.

GENERAL SKILLS, PERSONALITY & ABILITIES:

- Club management professional able to create and deliver a high level of hospitality where members feel welcome, comfortable, important, and understood.
- Strong logistics and general business acumen – demonstrated experience working with various community events, coordinating vendors across multiple business channels, able to forecast for time management, staffing, product inventory, manage best pricing/vendor options, and pull it all together on time and budget.
- Proven track record of understanding and operating a club with an HOA/POA component.
- Ability to train and motivate staff. Must be a hands-on leader. Demonstrated ability and willingness to work in all aspects of the club. Success with employee development and an attitude of hiring people better than him/herself while taking immediate performance management action with employees not working up to standards.
- Proven success in determining the correct organizational structure and necessary skills needed for required positions.
- Strong written and verbal communication skills. Demonstrated skills in member communications.
- Generally tech savvy with experience changing point of sale vendors, email communications, web abilities, computer software, MS Office programs, general knowledge of website use for marketing and membership interaction.
- General understanding of accounting principles. The candidate will oversee an onsite bookkeeper and manage outsourced accounting contractor.
- Renovation experience. The candidate must have proven success with construction projects and managing projects with buildings and grounds.
- Friendly, energetic, and enthusiastic personality; able to demonstrate a respected presence throughout the club, and a desire to be visible and accessible to staff and members.



RCS Hospitality Group
a new generation of hospitality management
6412 Brandon Ave. #339 Springfield, VA 22150
www.consultingRCS.com

EDUCATIONAL QUALIFICATIONS:

- 4-year degree required, preferably in Hospitality.
- Valid Florida Community Association Manager License.

EXPERIENCE & QUALIFICATIONS:

- A minimum of 5 years of relevant experience in private member-owned clubs with a housing component in Florida.
- A minimum of 7 years of progressive responsibility managing clubs with a housing component.
- Experience dealing with contractors, specifically golf course maintenance and accounting.
- Experience in leading an extensive renovation project from inception to completion.
- Excellent time management and organizational skills.
- General Manager will not oversee property sales.

SALARY RANGE / COMPENSATION:

Base Salary is commensurate with the candidate's qualifications and experience in the range of \$115,000 - \$125,000. Full benefits package to include Health Insurance, Life Insurance, Dental Insurance, Vacation, 401K (after one year). Club pays 75% of the employee health insurance premium. Eligible for club sponsored 401k with club match. Club provides an allowance for CMAA and CAI association dues.

CLUB INFORMATION:

Located on the west coast of Florida, north of Naples and south of Fort Myers, the Villages at Country Creek is a seasonal club with approximately 35% of the residents staying on property in the summer months. Annual revenue is approximately \$4.5M with about \$800,000 in food and beverage revenue. The club has an 18-hole executive golf course with maintenance outsourced to a third party. The club is embarking on a \$8M renovation plan that will be executed in phases. The first phase (\$2-\$3M) will focus on improving casual dining and outdoor dining options. There are plans to renovate the greens in the next 18 months. The club is also entering into a 30-year Capital Reserve Study. The club will install Jonas software in the coming months.

FOOD & BEVERAGE INFORMATION:

The food and beverage operation consist of three rooms; the Main Dining Room seats 110, the Garden Room seats 45, the Grill Room with accompanying Bar seats 96. The Grill Room is casual, and other dining areas can be casual or formal depending on the event. The food and beverage operations are open seven days a week from October to April, six days a week (closed Monday), and serve only lunch on Tuesday, May to September.

REPORTS TO:

President, Board of Directors

INSTRUCTIONS FOR APPLYING:

Please send cover letter outlining your career progression choices, a resume, references, and salary requirements to: Brian Armstrong at brian@consultingRCS.com