

GENERAL MANAGER/CHIEF OPERATING OFFICER PROFILE: LEXINGTON COUNTRY CLUB FORT MYERS, FL

THE GENERAL MANAGER/CHIEF OPERATING OFFICER OPPORTUNITY AT LEXINGTON COUNTRY CLUB

As the General Manager and Chief Operating Officer (GM/COO) of the Lexington Country Club in Fort Myers, Florida, this role oversees the operations of both the country club and the residential community. Key responsibilities include managing all facets of club operations, such as golf, dining, and member services, while ensuring seamless operation within the community association, which includes property management, amenities, and resident relations. The GM/COO collaborates closely with the Board of Directors to develop and implement strategic initiatives, manage finances, and cultivate a strong sense of community among members and residents, thereby ensuring high satisfaction levels and a vibrant living environment.

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

ABOUT LEXINGTON COUNTRY CLUB

Lexington Country Club (LCC) is a premier residential community owned by the Lexington Community Association. It provides an exceptional blend of leisure, recreation, and social engagement in the heart of Southwest Florida. Ideally located just minutes from the white sandy beaches of Sanibel Island, Captiva Island, and Fort Myers Beach, as well as the Southwest Florida International Airport and the vibrant business and entertainment districts of Fort Myers, Lexington offers unparalleled convenience and accessibility. The community features a Golf Village and a Lake Village, each offering a distinctive lifestyle and access to world-class amenities.

At the heart of Lexington is its stunning 18-hole championship golf course, originally designed by Gordon Lewis in 1995 and skillfully reimaged in 2017 by the renowned architect Kipp Schulties. The redesigned course features generous fairways, expansive greens, well-placed bunkers, and dramatic rock wall accents, offering both beauty and challenge for golfers of all skill levels. Besides golf, residents enjoy lighted hydro-grid courts, with 10 for tennis and 4 for pickleball, 6 heated swimming pools, a state-of-the-art fitness center, and 3 bocce courts, ensuring a well-rounded and active lifestyle.

The community's social and dining experiences are equally impressive. The elegantly appointed main clubhouse provides a range of dining options, from casual gatherings to fine dining, all showcasing scenic views of the 9th and 18th holes. Members enjoy a full calendar of events that features live entertainment, themed parties, and social functions designed to bring the community together. The Island Club acts as a vibrant social hub, featuring an outdoor Tiki Bar, a resort-style pool and jacuzzi, a library, a fitness center, meeting rooms, and a sandy beach for relaxation. Lexington Country Club has something for everyone.

As a resident-owned community, Lexington Country Club fosters a strong sense of belonging and pride among its members. Often called "our own little paradise," the community is home to friendly and down-to-earth individuals. This warm and welcoming culture, combined with outstanding amenities and a prime location, makes Lexington Country Club one of the most desirable residential communities in Southwest Florida.

LEXINGTON COUNTRY CLUB BY THE NUMBERS:

- There are 1,479 owners within Lexington Country Club, including 672 units in the Lake Village (3 neighborhoods) and 807 units in the Golf Village (4 neighborhoods).
- Annual dues in the Lake Village are \$7,148 and \$10,316 in the Golf Village (does not include neighborhood dues).
- There are approximately 45,000 rounds played annually on the Club's golf course.
- Approximately 35% of the membership is at Lexington on a year-round basis.

- A \$6,500 resale fee is charged upon the transfer of every plot or unit in LCC to a new member. This fee is considered a capital contribution to a fund for future community capital improvements.
- The Club has an annual operating budget of approximately \$11M.
- F&B operation revenues are approaching \$2.4M annually.
- There are approximately 100 FTEs year-round and an additional 50 part-time seasonal employees.
- There is a total of 7 Board Members, each serving two-year staggered terms.
- There are 8 standing committees: Architectural & Engineering, Court Sports, Emergency Preparedness, Finance, Golf & Grounds, Hearing, House and Planning.
- At present, the Club is considering various capital projects and is looking for the new GM/COO to actively participate in updating the strategic/long-range plan.
- At present, the GM/COO has 11 direct reports: Director of Operations, Director of Community and Member Operations, Director of Human Resources, Controller, Director of Clubhouse Operations, Executive Chef, Director of Golf, Director of Agronomy, Director of Court Sports, Director of Condominium Associations, and Fitness Director.
- The Club uses JONAS for its accounting and POS systems, Event Pro for Calendar and Banquet Management, and Golf Genius for tournament management.

LEXINGTON COUNTRY CLUB WEB SITE: www.lexingtoncountryclub.com

GENERAL MANAGER/CHIEF OPERATING OFFICER POSITION OVERVIEW

The Board desires a GM/COO who operates in a proactive and highly engaging manner, collaborating closely with the Board of Directors and leading several active committees. The GM/COO is viewed as the “face” of Lexington Country Club and, in partnership with key volunteers, serves as a primary visionary to ensure that LCC consistently provides exceptionally high levels of personalized service. This “lead by example” GM/COO will step into a role that offers the chance to enhance and elevate both the overall membership and staff experience, aiming to be an “employer of choice” within a highly competitive hospitality community. The Board wants to collaborate with a GM/COO who manages all operational matters and acts as an active thought partner on strategic and policy issues, while also being approachable, “actively listening,” and ensuring transparency regarding direction and operations throughout.

A key factor in the new GM/COO’s success is understanding the unique nature of residential community clubs, likely acquired through current or previous firsthand experience. An essential part of his or her success involves “putting members first” and recognizing that the foundation of staff support, mentorship, clear direction, “walking the talk,” and “being present” is provided in his or her authentic, sincere, and engaging style.

The ability to effectively “manage expectations at a high level of dynamic leadership and reasoning” is critically important. Much of this can be achieved simply by being present, approachable, accessible, and diplomatic, as well as possessing the necessary “gravitas” to inspire confidence and be “trusted” by all stakeholders.

It is critical to pay attention to the details of maintenance, SOPs, overall member experience, staff culture, and other key areas of success. The club and community currently have great curb appeal and are well-maintained. Outstanding communication skills, particularly the proven ability to listen and respond respectfully and diplomatically, are essential for success at LCC while managing club and community operations.

KEY ATTRIBUTES, CHARACTERISTICS, EXPERIENCES, AND STYLE OF THE SUCCESSFUL NEW LEADER:

- Possess a deep understanding of active club operations, with especially strong F & B skills, as well as solid financial acumen and appreciation for modern performance management systems and technology. Being financially astute and capable of effectively overseeing a large operation, including working to enhance financial reporting areas, dashboards, and transparency in KPIs and metrics, is essential.
- Possessing a proven track record of selecting and developing talent for senior leadership roles within club communities, support departmental leaders in their ongoing growth and that of their teams, promoting a culture of continuous improvement towards excellence in execution and delivery. Being a natural mentor is essential.

- Active participation and “thought partnering” with the Board, Committees, and others contribute to LCC’s success. Ultimately, the goal is to empower members to enjoy their time and volunteer contributions, focusing on policy-making and strategic partnership rather than operational decisions.
- Naturally outgoing, conversational, respectful, and diplomatic, yet able to say “no” when necessary without alienating members or staff. It is essential to maintain respectful confidence and a strong connection with both the members and the team, as well as to adopt a personal approach of “listening, considering, and reflecting” before responding to input.
- Experience and skills in developing and executing strategic plans are essential, as is the ability to anticipate the ongoing evolution of the club and community. Staying actively engaged in the industry is also crucial, as is keeping up with trends in clubs, communities, real estate, and economic cycles.
- A demonstrated history of effective governance and leadership in collaboration with engaged Member Boards and committees.
- Active involvement in CMAA, CAI, or similar organizations where he/she has a strong network of peers and stay informed about industry trends and opportunities for LCC to remain relevant and proactive for its members and staff.

CANDIDATE QUALIFICATIONS

- A minimum of 5-7 years of progressive leadership/management experience in a private member-owned country club community, large-scale Property Owners’ Association or resort operation, preferably one with member boards and committee involvement AND preferably within a residential community setting. Residential oversight is critical in this role, as the GM/COO is responsible for seven associations within the community, including the Lexington Community Association.
- The Club will consider candidates from other areas of the hospitality industry, as long as they can demonstrate the relational aspect (rather than a transactional focus) of their current and past successes.
- A strong history of success and a keen understanding of high-quality food and beverage operations, including revenue growth, training, innovation and creativity, and the cultivation of a robust service culture.
- A strong understanding of golf operations, maintenance standards, and effective engagement in programs and activities for member participation and growth.
- Experience in developing and implementing strategic plans and capital projects, along with a strong understanding of Florida Statutes 718 for condominiums and 720 for homeowner associations and other relevant regulations for bundled community operations.

EDUCATIONAL AND CERTIFICATION QUALIFICATIONS

- A bachelor’s degree is preferred, with a focus on Hospitality Management.
- Substantial private club/community or hospitality experience will be considered in lieu of the degree.
- Industry certifications for Club/Community Associations, such as CMCA, AMS, PCAM, CCM, CCE, CMC, or PGA, are encouraged but not mandatory.
- Must possess a Florida Community Association Manager License before the start date.

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

The salary is open and commensurate with qualifications and experience. The club offers an excellent benefits package, including a 401(k) plan and association membership.

INSTRUCTIONS ON HOW TO APPLY

Please upload your resume and cover letter in the order listed using the link below. When prompted for them during the online application process, you should have your documents fully prepared to attach. Please be sure your image is not on your resume or cover letter; it should be used on your LinkedIn Profile.

Prepare a thoughtful cover letter addressed to the **Lexington Country Club Search Committee**. Clearly articulate your alignment with this role, explain why you wish to be considered for this position at this point in your career, and why LCC and the Fort Myers, FL area will benefit 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, April 14, 2025. Candidate selections will occur at the end of April. The first Interviews are expected in Early May, and the second interviews will be held shortly afterward. The new candidate should assume his/her role in early June.

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

“Last Name, First Name - Resume” &

“Last Name, First Name - Cover Letter – Lexington CC”

(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 Patty Sprankle: patty@kkandw.com

Lead Search Executive:

Brad Baecht, LCAM, CMCA, AMS, PCAM

Search Executive

703-727-0964 – Wellington, FL

brad@kkandw.com