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GENERAL MANAGER/CHIEF OPERATING OFFICER PROFILE: BOCAIRE COUNTRY CLUB BOCA RATON, FL

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

The General Manager/Chief Operating Officer (GM/COO) role at Bocaire Country Club (Bocaire or BCC) is a wonderful opportunity to lead all aspects of a boutique, highly personalized “family” club community that has seen a transformation of the past few years with a significant reinvestment in amenities (more to come!), and a changing demographic of younger members since COVID. Creating and epitomizing a strong culture of engagement, high-touch experiences, and team mentoring and development, while continuing to stay focused on trends in services, programs, and amenities that drive property values, are all key objectives for the new GM/COO.

Bocaire seeks a leader who will help continue to make Bocaire the best boutique-club community in Southeast Florida!

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

ABOUT BOCAIRE COUNTRY CLUB

Located in Boca Raton, Bocaire Country Club is a private, member-owned community known for its exceptional service, welcoming culture, and vibrant lifestyle. Bocaire operates as a merged HOA and Club with 239 homes and mandatory membership, complemented by up to 80 sponsored non-resident members. This structure creates a close-knit community where members enjoy both an active social environment and a strong sense of connection.

The recently renovated clubhouse serves as the center of social and dining activity at Bocaire. Enhancements include elegant dining spaces, a sophisticated indoor/outdoor bar, and an expanded patio that offers a relaxed, resort-style setting for members and guests. The renovation also introduced spa treatment rooms for massage and facial services, as well as beautifully appointed men’s and ladies’ card rooms designed for comfort and connection.

Bocaire offers a dynamic club lifestyle supported by a full calendar of social events, engaging card play, and a variety of programs focused on golf, tennis, fitness, and wellness for all levels of participation.

Golf at Bocaire centers around an 18-hole championship course designed by Kipp Schulties. The course features seven sets of tees to accommodate players of all abilities and includes several distinctive holes, including the par-three third hole, which features one of the highest tee elevations in the area. Members also enjoy a premier practice facility and convenient access to the course. The course is viewed as one of the best golf courses in the area.

BOCAIRE COUNTRY CLUB BY THE NUMBERS:

- Presently, there are approximately 239 property owner members and 80 sponsored guest members
- Full-Member Equity/Initiation Fee: \$300,000
- Annual Dues: \$57,175 (including HOA)
- Approximately 26,000 annual rounds of golf
- Approximate operating budget \$10.5M

- Approximate Dues volume \$7.65M
- Approximate Food and Beverage volume \$1.4M
- There are approximately 77 full-time year-round employees, 28 part-time year-round employees
- The club operates POS and Accounting on Club Essentials
- There are currently 11 board members, each serving 3-year terms
- The average age of the members is approximately 70, with many younger members moving to the community. Real estate prices have more than doubled over the past three years, with several homes having undergone renovations or complete home rebuilds. Given the demographics of the community and the continued housing turnover, the community expects meaningful investment in the community for the foreseeable future.

BOCAIRE COUNTRY CLUB WEBSITE: www.bocairecc.com

GENERAL MANAGER/CHIEF OPERATING OFFICER POSITION OVERVIEW

The Board desires a GM/COO who functions as the top leader and the "active face of Bocaire," working closely with the Club's Board of Directors and leading a number of active committees. The GM/COO collaborates with key volunteers and serves as a primary visionary and inspiration to ensure that BCC consistently delivers an exceptionally high level of personalized service. This "lead by example" GM/COO will assume a role focused on further enhancing and elevating the overall membership and staff experience, while also positioning the club as an employer of choice within the highly competitive hospitality community in Boca Raton. The Board strongly desires to remain in a governance, policy, and evaluation role, while the GM/COO manages all operational matters and acts as an active 'thought partner' on strategic and policy issues.

Significant to the new GM/COO's success is the ability to understand the unique nature of residential community clubs, likely through firsthand experience gained in current or previous roles. Certainly, a key to his/her success is putting members first and recognizing that the foundation of staff support, mentorship, clear direction, and "walking the talk" and "being present, approachable, likeable and engaging" in his/her natural, engaging style.

The ability to manage expectations at a high level of dynamic leadership and reasoning is critically important, but a fair amount of that is accomplished simply by being present, approachable, accessible, diplomatic, and by having the necessary gravitas to be viewed with confidence by all constituencies; possessing a high level of "EQ" is essential. Paying attention to the details of maintenance, SOPs, overall member experience, staff culture, and other key areas of success is critical. Clearly, outstanding communication skills, especially the demonstrated ability to listen and respectfully respond is essential to success at Bocaire.

The significant capital investment, combined with turnover of membership over the past few years, has helped evolve the culture of Bocaire Country Club as it further establishes and cements its role as "the" preeminent "boutique and more personalized" active lifestyle club and community in Palm Beach County. Helping to manage change associated with these improvements, new members, and their assimilation with long-tenured residents are critical success factors of the new GM/COO. Being the proactive staff leader in this regard is hugely important.

Key attributes, characteristics, experiences, and style of the successful new leader include:

- Being a naturally positive, energized, and aspirational leader who understands the dynamics of a family-oriented club, and who can and has effectively led diverse age demographics to harmonious and supportive enjoyment of their club.
- Being a natural "collaborator" with a strong leadership team is critical, as is being their strong and positive advocate while also clearly defining their accountabilities and supporting them with the membership. Driving a strong, positive, and engaged TEAM culture is fundamental to one's success in this role. Possess a strong record of selecting and developing talent in club senior leadership roles and helping those departmental leaders continuously develop themselves and their respective staffs in a desire to create a

culture of continuous evolution to excellence in execution and delivery.

- Possess a deep knowledge in active club operations, with especially strong F & B skills as well as strong financial acumen, an appreciation of modern performance management systems and technology.
- Actively participating and thought partnering with the Board, Committees, and contributors to BCC's success. Ultimately, the goal is to allow members to be members, enjoying their time and volunteer contributions, and not making operating decisions, but being policy makers and strategic partners instead.
- Naturally outgoing, conversant, respectful, and diplomatic, but able to say "no" when appropriate without alienating members or staff while doing so. Being respectfully confident and "connected" to the membership and team is critical.
- Having experience and skills in creating and implementing strategic plans, anticipating how the Club continues to evolve is important, as is being actively 'networked' in the industry to the point of being on the forefront of trends in clubs, communities, real estate, and economic cycles. Being a visionary partner and helping to create the 'roadmap' for BCC's future is a key talent component.
- Financially astute and able to effectively guide a \$16.0+M operation, capital and community planning is essential.
- Active involvement in CMAA or similar organizations where he/she has a strong network of peers, and can stay actively abreast of the industry, trends, and opportunities for Bocaire to stay relevant and proactive for its members and staff.

INITIAL PRIORITIES OF THE NEW GENERAL MANAGER/CHIEF OPERATING OFFICER

With the expectation that the new GM/COO will commence his/her role in Summer 2026, the following priorities have been identified as recommended primary focus:

- Meet and sincerely interact with and engage as many members and staff members as possible, "be present!" Build trust whenever and wherever possible, schedule interactive times, and follow up on details. "Be involved and in charge!" And communicate, communicate, communicate to create a positive trend for the GM/COO position.
- Spend time with the team, especially senior staff across all areas of operations, to get to know them, evaluate their abilities and aspirations, and ensure they and their respective teams have clear expectations and accountabilities in place.
- Focus on continuing and further enhancing quality experiences is critical, as is ensuring seamless delivery across every department, all of which have complete reporting responsibility to the GM/COO. With a small number of members and an array of amenities that rival some of the larger member clubs in the area, having a keen understanding of budgets, key financial drivers of success, the best use of available resources, etc., is a critically important area to have a strong grasp of and recommendations for.
- Work closely with the F & B team to create a consistent member experience, laying a solid foundation for success in this department, covering both culinary and service execution. F & B operations are crucial to the membership, and meeting most members' expectations in this area is vital for success. Maintaining service standards and delivering them consistently are key focus areas.

CANDIDATE QUALIFICATIONS

A minimum of 7 - 10 years of progressive leadership/management experience, preferably in a private member-owned country club residential community with multi-dimensional operations, or leading hospitality operations outside of the club industry in a similar hospitality operation. A verifiable understanding of how to lead a residential community club operation is critical.

EDUCATIONAL AND CERTIFICATION QUALIFICATIONS

- A bachelor's degree is preferred, with a focus on Hospitality Management.
- Substantial private club or hospitality experience will be considered in lieu of the degree.
- Industry certifications such as CCM or CCE are encouraged but not required.

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

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 **Greg Miller, President and the Bocaire Board of Directors** 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 Bocaire Country Club and the Boca Raton area will be beneficial to you, your family, your career, and the Club if selected.

You must apply for this role no later than April 18, 2026. Candidate selections will occur early May, with first interviews expected later that month and second interviews a short time later. The new candidate should assume his/her role in Summer 2026.

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

“Last Name, First Name - Resume” &

“Last Name, First Name - Cover Letter - Bocaire”

(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

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