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DEPUTY GENERAL MANAGER – ADMINISTRATION, GOVERNANCE & HUMAN CAPITAL PELICAN BAY FOUNDATION NAPLES, FL

THE DEPUTY GENERAL MANAGER – ADMINISTRATION, GOVERNANCE & HUMAN CAPITAL OPPORTUNITY AT PELICAN BAY FOUNDATION

The Deputy General Manager – Administration, Governance & Human Capital (DGM–AGHC) is a senior leadership role responsible for the Foundation’s governance, financial integrity, compliance, information technology, human resources strategy, and organizational performance.

Reporting directly to the General Manager, this role safeguards the Foundation’s assets, ensures statutory compliance, and builds the organizational infrastructure required to support a high-performing, service-oriented team. This includes direct leadership of Finance/Accounting, Compliance & Member Services, Covenants, Information Technology, and Human Resources.

This role plays a critical leadership function in shaping workforce strategy, talent development, culture, and organizational effectiveness, ensuring Pelican Bay attracts, develops, and retains exceptional team members in support of its mission and member experience.

The DGM–AGHC partners closely with the General Manager, Board committees, and community stakeholders, and works closely with the Deputy General Manager responsible for Community & Member Experience.

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

ABOUT PELICAN BAY FOUNDATION AND COMMUNITY

Pelican Bay Foundation (Foundation or PBF) has one of the area’s largest exclusive enclaves, spanning more than three square miles, and is bordered by pristine white-sand beaches along the Gulf. The community offers one of the most diverse ranges of amenities and activities in the region.

Originally known as Clam Bay and renamed Pelican Bay in 1974, the community embraces its natural setting and protects extensive mangrove forests and estuaries as part of its design, guided by the Pelican Bay Foundation, the master homeowners’ association. The Foundation manages all amenities and common areas, as well as ~90 acres of land. With more than 6,500 residences and ~14,000 members, Pelican Bay is widely regarded as one of the most desirable communities in the country. The beaches are supported by dedicated Beach Attendants who assist with loungers, umbrellas, cabanas, and watercraft, and provide access to sailboats, kayaks, and other aquatic equipment.

Pelican Bay offers an active, resort-style lifestyle with amenities designed to cater to a wide range of interests. The racquets program features tennis and pickleball courts, professional instruction, and organized social activities. A Fitness Center offers indoor and outdoor exercise opportunities, complemented by certified trainers and diverse wellness programming. The Community Center serves as a vibrant social hub, hosting year-round activities such as educational lectures, workshops, themed events, and spaces for arts, games, and gatherings.

PELICAN BAY FOUNDATION BY THE NUMBERS

- Total Approximate Gross Revenue – \$27M
- Approximate Annual Dues Revenue – \$15M
- Approximate F&B Volume – \$8M
- Employees: Full-time Annual –189 full-time, 118 seasonal
- Average age of membership – 69 years
- There are 7 Board Members, each serving three-year terms

PELICAN BAY FOUNDATION WEBSITE: www.pelicanbay.org

DEPUTY GENERAL MANAGER – ADMINISTRATION, GOVERNANCE & HUMAN CAPITAL POSITION OVERVIEW

Financial Management

- Lead the Finance/Accounting team in delivering accurate, timely, and transparent financial reporting for approximately \$27M in annual operations.
- Partner with General Manager and Treasurer on budgeting, forecasting, Capital spending, and funding plans.
- Monitor performance, strengthen internal controls, and ensure audit readiness.
- Provide financial insights and recommendations to the General Manager, Treasurer, Finance Committee, and Board for regular operations, annual planning, and long-term strategic plans.
- Partner with business leaders to provide insightful analytics which inform decision making.

Human Resources & Organizational Leadership (Core Strategic Function)

- Provide executive leadership for the Human Resources function, including talent acquisition, onboarding, performance management, compensation, benefits, and employee relations.
- Develop and implement a comprehensive HR strategy aligned with the Foundation's mission, culture, and operational goals.
- Lead workforce planning to ensure the organization is properly staffed and structured for both seasonal and long-term needs.
- Establish and refine performance management systems that drive accountability, development, and results.
- Partner with leadership to build succession planning and leadership development programs.
- Oversee compensation philosophy and structure, ensuring competitiveness, internal equity, and alignment with performance.
- Ensure compliance with all employment laws and regulations.
- Strengthen employee engagement, retention, and workplace culture consistent with Foundation Core Values.
- Provide guidance on organizational design, role clarity, and departmental effectiveness.
- Lead HR policy development and modernization, ensuring consistency, fairness, and operational practicality.
- Serve as a trusted advisor to the General Manager and leadership team on all people-related matters.

Administration & Governance

- Serve as staff liaison for governance-related committees, ensuring clear communication and responsiveness.
- Ensure compliance with Florida Statute 720 and all relevant governance requirements.
- Develop and maintain policies and procedures that strengthen governance, compliance, and member services.
- Provide reports, dashboards, and insights that give the General Manager, Board, and committees confidence in governance processes.
- Oversee official recordkeeping, member files, and timely responses to records requests within statutory deadlines.
- Engage third-party vendors, as needed, to fulfill records requests while safeguarding confidentiality and neutrality.

Information Technology & Governance

- Lead the IT function to ensure secure, reliable, and efficient systems across the Foundation.
- Oversee IT governance, including cybersecurity, data protection, and system reliability.
- Strengthen data security, backup protocols, and access rights to ensure confidentiality and business continuity.
- Ensure IT services are responsive to internal departments with urgency and accountability.
- Manage vendor relationships and technology strategy to support operational efficiency and member engagement.
- Seek opportunities to leverage technology in innovative ways to enhance Member experience, productivity, and operational efficiencies, positioning Pelican Bay as a premier community.

Compliance & Member Services

- Oversee Compliance, ensuring consistent enforcement of rules and member policies.
- Manage issuance of Foundation cards, access systems, and other member services.
- Ensure fees, usage policies, and requests are processed fairly, accurately, and promptly.

- Drive process improvements that modernize HOA administrative systems and improve member service.

Covenants Oversight

- Manage review and approval processes for residential and commercial construction, renovations, and remodels in partnership with the Design Review Committee.
- Ensure covenant standards are applied consistently and aligned with community goals.
- Partner with counsel and the Board on disputes and enforcement matters.
- Report on covenant compliance trends to inform planning and decision-making.
- Ensure Pelican Bay has the proper covenants and legal structures in place to preserve and develop the community according to the long-term vision.

Emergency Response & Resiliency

- Lead the Foundation’s cross-functional Emergency Response Team.
- Ensure readiness, training, and effective response for hurricanes and other emergencies.
- Oversee preparedness, communication, and recovery activities.
- Collaborate with Collier County, first responders, and external agencies.
- Partner with the Resiliency Committee to refine long-term resiliency strategies.

Strategic Development & Continuous Improvement

- Identify inefficiencies across Finance, HR, Compliance, Covenants, IT, and governance.
- Implement process improvements, policies, and systems that strengthen transparency, accountability, and performance.
- Benchmark against leading organizations to bring innovation into Pelican Bay operations.
- Build a culture of continuous improvement across administrative and organizational functions.
- Incorporate environmental, regulatory, and resiliency considerations into governance, financial planning, and risk management decisions.

People, Culture & Leadership Development

- Build a high-performance culture grounded in accountability, collaboration, and continuous improvement.
- Mentor and develop department leaders across Finance, Compliance, Covenants, IT, and HR.
- Align organizational structure, talent, and strategic priorities.
- Reinforce Core Values in all interactions with Team Members, committees, and members.

Committee Partnerships

Finance Committee, IT Steering Committee, Resiliency Committee, Design Review Committee and Member Policies & Relations Committee

LEADERSHIP COMPETENCIES AND ATTRIBUTES

Governance Partner – transparent, disciplined, and collaborative with Board and committees

Financial Steward – ensures accuracy, accountability, and fiscal discipline

Talent Architect – builds and develops a high-performing organization

Culture Builder – fosters engagement, accountability, and alignment with Core Values

Risk Mitigator – leads resiliency and organizational risk management

Process Improver – strengthens systems, policies, and execution

Collaborative Leader – builds trust across departments and stakeholders

Culture Carrier – champions a workplace where Team Members are valued and respected

CANDIDATE QUALIFICATIONS

- 10+ years of senior leadership experience in administration, governance, finance, or organizational leadership.
- Demonstrated success overseeing Finance, Compliance, IT, or similar functions in complex organizations.
- Proven experience leading Human Resources or People Operations, including performance management, compensation, and talent development.
- Strong knowledge of HOA governance, statutory compliance, and records management; Florida Statute 720 experience preferred.
- Strong financial acumen, including budgeting, internal controls, and audit processes.
- Experience building or improving organizational structure, workforce planning, and HR systems.

- Familiarity with covenants, permitting, or construction review preferred.
- Strong IT governance and a strong understanding of cybersecurity are preferred.
- Environmental stewardship experience, especially in coastal areas, is a strong plus.
- Excellent communication and collaboration skills.

EDUCATIONAL AND CERTIFICATION QUALIFICATIONS

- A bachelor's or master's degree in business, Finance, Accounting, Human Resources, or a related field is preferred.
- CAM license required (or obtained upon employment).
- Industry certifications such as CMCA, AMS, and PCAM are preferred.

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

Salary is open and commensurate with qualifications and experience. Pelican Bay Foundation offers an excellent bonus and benefits package.

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 John Duken, President (interim), and the PBF Search Committee, and clearly articulate your alignment with this role, why you want to be considered for this position at this stage of your career, and why Pelican Bay Foundation and the Naples, FL area will benefit if you are selected for the role.

You must apply for this role as soon as possible, but no later than Friday, May 22, 2026. Candidate selections will occur on a rolling basis, but no later than early June, with first interviews to follow and a final selection no later than the end of June. The new candidate should assume his/her role as soon as reasonably possible for notice and transition in July 2026, if not sooner.

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

"Last Name, First Name - Resume" &

"Last Name, First Name - Cover Letter – Pelican Bay DGM-AGHC"

(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 Christy Latimore at christy@kkandw.com or Patty Sprankle at patty@kkandw.com

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Search Executive

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