



General Manager / Chief Operating Officer

Frenchman's Creek Beach and Country Club
Palm Beach, Florida

Frenchman's Creek Beach and Country Club General Manager / Chief Operating Officer Job Description



CLUB OVERVIEW

Founded in 1985, Frenchman's Creek Beach & Country Club ("Frenchman's Creek" or the "Club") is one of South Florida's most prestigious private club communities, offering a rare combination of championship golf, private beach access, and a full-service country club lifestyle. Known for its understated elegance, strong service culture, and engaged membership, the Club delivers a high-quality, year-round experience for members and guests.

Located in Palm Beach Gardens, Florida, Frenchman's Creek is uniquely defined by its dual-campus model, combining a premier inland country club with an exclusive, members-only beach club on the Atlantic Ocean. The Club features thirty-six holes of championship golf, extensive practice facilities, and a comprehensive suite of racquet, wellness, dining, and social amenities that support an active, multigenerational membership.

Today, Frenchman's Creek is recognized as a benchmark for private club living in South Florida, balancing tradition with thoughtful evolution and operational excellence. With a clear vision for the future and continued investment in its facilities, people, and culture, the Club is seeking a Chief Operating Officer / General Manager to lead day-to-day operations, execute strategic priorities, and guide the Club through its next chapter of sustainable success.

AMENITIES

- **Golf:** Thirty-six holes of championship golf across two distinct courses, supported by extensive practice facilities.
- **Private Beach Club:** Members-only oceanfront Beach Club on the Atlantic Ocean, offering beachfront access, dining, pool, and beach services
- **New Clubhouse & Dining:** Expansive main clubhouse with multiple dining venues, event spaces, and golf and racquet professional shops
- **Racquet Sports:** Comprehensive racquet facilities supporting tennis and related programming, with future plans for pickleball
- **Wellness & Fitness:** Full-service fitness center, group classes, wellness programming, and spa services
- **Social & Lifestyle Programming:** Year-round calendar of golf, racquet, wellness, dining, and social events serving a multigenerational membership
- **Real Estate:** 605 homes within the residential community / POA

POSITION SUMMARY

The Chief Operating Officer/General Manager (COO/GM) serves as the senior executive leader of Frenchman's Creek Beach & Country Club reporting directly to the Board of Directors. This role is responsible for the holistic management of all club operations with a primary focus on delivering Hospitality and Service Excellence across the golf, beach, and social amenities. The COO/GM must be a visible, high-EQ leader who excels in Interpersonal Leadership, building trusted relationships with members and staff while fostering a culture of professional accountability.

As the architect of the Club's future, the COO/GM leads change and supports innovation, guiding the community through its continued evolution with a forward-thinking mindset. This executive is responsible for Strategic Management, translating the Board's vision into Operational Success, and ensuring sound Club Governance by serving as a principal advisor to the Board. Ultimately, the COO/GM ensures that every facet of the Frenchman's Creek experience is executed with the highest degree of sophistication and professional integrity.

KEY RESPONSIBILITIES

To be successful in this role, the General Manager / Chief Operating Officer will demonstrate leadership excellence across the following core areas identified through job analysis.

Leadership, Culture, and Emotional Intelligence

- Demonstrate a visible and genuine passion for service excellence, creating a service-oriented environment where the needs of members and guests are consistently met.
- Set high performance standards and hold leaders and staff accountable, addressing performance issues constructively through coaching, feedback, and clear expectations.
- Build and sustain a positive, collaborative, and respectful workplace culture that promotes trust, engagement, and professional growth.
- Exhibit strong self-awareness and emotional intelligence, recognizing and navigating interpersonal dynamics, mediating conflict, and ensuring fair and ethical decision-making.
- Empower and delegate effectively, developing leaders who are confident, accountable, and aligned with Club priorities.

Homeowner and Guest Experience

- Champion a personalized, high-touch member experience, ensuring consistent service quality across golf, beach club, dining, racquets, wellness, and social programming.
- Express and model a clear commitment to continuously enhancing the member experience, using feedback and data to inform service improvements and differentiation strategies.
- Ensure all facilities, amenities, and programs meet the Club's standards for quality, safety, and presentation, protecting the Club's reputation and long-term value.
- Oversee dining strategy and execution to ensure food and beverage offerings align with member expectations and enhance the overall Club experience.

Governance, Board & Committee Relations

- Foster strong, productive relationships with the Board of Directors and committee chairs, supporting effective governance and a respectful partnership between management and volunteers.
- Provide clear, concise, and timely communication on Club operations, strategic initiatives, and governance matters to enable informed decision-making.
- Demonstrate a strong understanding of private club governance structures, including the roles and responsibilities of directors and committees, and ensure adherence to bylaws and policies.
- Effectively plan, facilitate, and support Board and committee meetings, ensuring clarity of purpose, alignment, and follow-through.

Strategic Leadership, Change & Innovation

- Develop and execute strategic ideas and long-range plans that align with the Club's vision, financial capacity, and evolving member expectations.
- Lead change initiatives with confidence, effectively managing resistance to change through communication, engagement, and transparency.
- Remain open-minded and informed, embracing innovation and best practices within the private club industry while respecting the Club's culture and traditions.
- Learn from past experiences and apply those insights to adapt strategies and improve organizational effectiveness.

Operations, Financial Stewardship and Risk management

- Oversee all Club operations, ensuring efficiency, consistency, and service excellence across departments.
- Maintain strong financial discipline, including budgeting, cash flow management, forecasting, and monitoring financial performance against approved plans.
- Lead capital and operational projects using sound project management practices, ensuring timelines, budgets, and stakeholder communication are effectively managed.
- Ensure compliance with applicable public health, safety, and employment regulations, prioritizing the safety and well-being of members and staff.
- Proactively identify operational risks and implement policies, controls, and training to safeguard people, assets, and the Club's reputation.

CANDIDATE PROFILE

The GM/COO is responsible for leading the team to achieve Frenchman's Creek strategic objectives while advancing its culture of excellence, innovation, and community. To ensure alignment with this distinctive environment and be the right fit, the following qualifications and competencies have been identified through extensive executive job analysis.

- **Hospitality & Service Excellence:** Creating a welcoming and exceptional experience for members and guests. Setting high standards for service and ensuring staff are well-trained and empowered to deliver.
- **Interpersonal Leadership:** Building strong relationships with members, staff, and board members. Demonstrating empathy, active listening, and effective communication skills to foster collaboration and address concerns.
- **Leads Change and Supports Innovation:** Championing new initiatives that improve the club's operations and member experience. Effectively communicating and managing change processes to gain buy-in from members and staff.
- **Emotional Intelligence:** Being aware of and managing one's own emotions, while understanding the emotions of others. This allows for navigating complex situations and building trust.
- **Strategic Management:** Developing long-range plans that consider the club's vision, mission, and competitive landscape. Setting goals, allocating resources, and measuring progress.
- **Club Governance:** Understanding the legal and ethical frameworks that guide private club operations, including member rights and responsibilities, board structures, and regulatory compliance.
- **Food and Beverage:** Managing the club's food and beverage operations to provide high-quality cuisine and exceptional service.
- **Financial Acumen:** Understanding financial statements, budgeting, cost control, and financial analysis specific to the private club industry.

Education: Bachelor's degree in business, hospitality, or a related field required; industry certification (CCM, CCE) strongly preferred. Minimum of 10 years of senior leadership experience in private clubs, resorts, or residential communities.

COMPENSATION

The Club will offer an attractive year-round compensation package, commensurate with experience, which will include a competitive base salary, benefits, and performance bonus.

INQUIRIES

IMPORTANT: Interested candidates should submit their resume along with a detailed cover letter which addresses the qualifications and describes your alignment/experience with the prescribed position by March 27, 2026. Those documents must be saved and submitted in Word or PDF format (save as "Last Name, First Name, Frenchman's Creek, Resume" and "Last Name, First Name, Frenchman's Creek, Cover Letter") when applying through the following link: <https://shorturl.at/1K6bL>

Frenchman's Creek Beach and Country Club is an Equal Opportunity Employer.

LEAD SEARCH EXECUTIVES

Michael Gregory, Managing Director & Partner

For more information on Frenchman's Creek, please visit <https://www.frenchmancreek.com/>.