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DIRECTOR OF TEAM MEMBER ENGAGEMENT PROFILE: MOUNTAIN LAKE LAKE WALES, FL

DIRECTOR OF TEAM MEMBER ENGAGEMENT AT MOUNTAIN LAKE

Florida's top private community, Mountain Lake, is searching for a dynamic and knowledgeable Director of Team Member Engagement to lead their people-focused Human Resources operation. This role will oversee and execute all aspects of Mountain Lake's talent acquisition and development, team member engagement, performance management, compensation, benefits, workers compensation, legal, immigration and learning functions.

Working under a progressive Chief Operating Officer who is looking to further elevate the overall member and staff experience at Mountain Lake, the Director of Team Member Engagement will be a senior executive and key business partner, charged with creating, enhancing, and executing all talent programs, and will be an integral part of this innovative, high performing team.

This is an excellent opportunity for a seasoned HR professional who has the proven ability to think strategically but also loves the day-to-day HR responsibilities and personal team member interactions. This key role goes beyond the traditional HR role of simply administering to the operation; we are looking for a dynamic, driven, and innovative hospitality-infused leader.

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

ABOUT MOUNTAIN LAKE

Mountain Lake has a reputation for excellence and has developed the finest private club community in Central Florida. Established in 1916, Mountain Lake enjoys a busy winter season, open seven days a week, from November 1st to May 1st. This seasonal oasis is located in beautiful Lake Wales, Florida, situated within easy reach of two coasts and a myriad of amusements. Mountain Lake remains a world apart from the hustle and bustle, located on over 1,000-acre enclave of natural and architectural beauty.

Mountain Lake is one of Florida's best kept secrets, a world as timeless as it is peerless, all by design. In 1916, among Florida's loveliest hills, lakes, forests and groves, legendary landscape architect Frederick Law Olmsted, Jr. artfully laid out the grounds of Mountain Lake and his grand vision remains a sight to behold. Listed on the National Register of Historic Places, the Mountain Lake Historic District comprises a living history. Embracing their proud legacy, Mountain Lake is just as vibrant as ever.

This unique, one-of-a-kind community is a *Five-Star Platinum Club* and has been awarded the *Distinguished Emerald Club* designation. Mountain Lake has been named on *GolfWeek's Best of 2021: Best Private Courses in Florida* and they have been placed on the *Top 150 Country Clubs of America* for the second year in a row. This acknowledgement is only bestowed on the Top 5% of Private Clubs in the nation.

Member privileges include the use of numerous amenities such as the award-winning Seth Raynor designed golf course, tennis courts, croquet lawn, trap and skeet, spa and fitness facilities, aquatics and kayaking. Mountain Lake boasts multiple dining venues, from a sophisticated experience in the Colony House 1916 Dining Room, to a nibble or nosh at the Raynor Bar, where cocktails lead to meals and meals turn into events. Out on the course, the 11th Tee is available for an on-the-go bite at the turn, and by the water members can enjoy lunch alfresco at the Pool House.

The membership at Mountain Lake believes that their distinct reputation for excellence and hospitality is directly due to their greatest asset: their team members. Mountain Lakes strives to employ only the best-qualified and genuinely hospitable people, supporting them to achieve their greatest potential and goals. Team members work in an environment of respect and appreciation, building careers and working relationships that often span multiple generations. Here, lengthy tenures and familiar faces are as revered as the traditions.

MOUNTAIN LAKE MISSION STATEMENT

Historic Mountain Lake is a seasonal colony of tranquil beauty that provides memorable experiences by delivering exceptional hospitality and amenities to its Members, their family, and guests.

MOUNTAIN LAKE BY THE NUMBERS

- Team Members: 160
- Annual Payroll: \$5.5M
- Membership: 112 Resident Members, 160 Non-Resident Members, 6 National Members
- Annual Revenue: \$11.5M

MOUNTAIN LAKE: www.mountainlakeflorida.com

DIRECTOR OF TEAM MEMBER ENGAGEMENT – POSITION OVERVIEW

The Director of Team Member Engagement at Mountain Lake reports directly to the Chief Operating Officer and is charged with advocating the Club's mission statement through serving its most important assets: its team members. This is an HR-department-of-one, where the DTME will work hand in hand with the operations team to create and connect the Club's people strategy to the business strategy to achieve business objectives. With an intuitively engaging and approachable style, the successful candidate will display leadership and professionalism with a strong understanding of balancing administrative responsibilities with the need for being highly visible and interactive with all departments and staff members, advocating and epitomizing the hospitality goals of Mountain Lake.

The major duties of this role involve connecting quickly with people in a poised, convincing, and enthusiastic way. This role requires a strong sense of urgency, initiative, and drive to get things done correctly, with emphasis on working with and through people in the process. Understanding people well and using that understanding effectively in motivating and persuading others to act, will be an important aspect of this role. It is important in this position for goals to be set and reached. Details will need to be handled quickly and accurately. This role will involve controlling all aspects of tasks and activities, from the initiation, through the process and through to completion.

KEY INITIATIVES AND RESPONSIBILITIES

Team Member Recruitment, Selection, and Onboarding

- Strategize with department heads to create a recruitment and retention strategy, building a strong applicant pipeline in all areas of the Club.
- Actively source candidates, advertise career opportunities internally and externally and build strong local networks with universities and trade schools to drive candidate interest.
- Create a strong interviewing process and protocols, and train managers in effective interviewing techniques. Screen candidates and provide recommendations to managers, serving as the culture gatekeeper for the Club.
- Manage and administer the H2B visa program for seasonal staff including contact with legal counsel, Department of Labor and new hires.
- Process New Hire applications and paperwork; ensure new hires have all needed information on day one and the Club has all pre-employment results (drug test results, background checks, etc.)
- Create and spearhead a robust team member orientation program to ensure a successful new hire onboarding experience. Guide and assist department managers in creating effective training plans for new hires.
- Track recruitment metrics such as turnover, time-to-fill stats, and exit interview data and provide recruitment insights to management team.

Team Member Benefits, Compensation, and Regulatory Compliance

- Manage and administer the Club's group insurance, including enrollments and renewals, auditing invoices for accuracy and processing for timely payment. Creatively communicate benefits information to the team on a regular basis.
- Process terminations, COBRA notifications, and submission of benefit changes to accounting for adjustment of invoices, and conduct exit interviews.
- Process FMLA/CARES ACT/ADA requests in accordance with Federal guidelines.
- Review wage and benefit surveys and propose team member benefits enhancements to the Leadership Team.
- Complete an annual review of team member wages, and review increases and changes to pay structures to ensure wages conform to budget requirements and competitive market shifts throughout the year.
- Oversee all work-related injury claims to ensure integrity, ongoing case management, and reporting compliance. Provide follow-up and support for team members on Workers' Compensation.
- Assist managers in the development of job descriptions. Review job descriptions for conformance to industry standards and legal requirements. Oversee revisions, as necessary.
- Continually review and assist in updating the team member handbook and employment-related policies informing the Leadership Team of any conflicting policies or errors discovered or due to changes in the law.
- Keep current with ever-changing laws and regulations relating to team members; assure compliance with these laws and regulations.

Team Member Engagement & Performance Management

- Oversees annual team member performance appraisal efforts.
- Develops Club's progressive discipline program with Leadership Team and assists with its management.
- Coach and guide managers on job-related discipline, concerns, and discharges, provide appropriate training for managers on coaching, counseling, and progressive discipline.
- Drives team member engagement and appreciation efforts through participation in team member recognition committee, coordinating event planning and recognition activities such as holiday and end-of-season events.
- Consults with legal counsel as appropriate and/or as directed by the Leadership Team on team member concerns about EEOC, harassment, and lawsuits.
- Annually reviews and makes recommendations to the Leadership Team to improve Club's policies, procedures, salary/compensation program, and practices on employment matters.

INITIAL PRIORITIES OF THE DIRECTOR OF TEAM MEMBER ENGAGEMENT

As an integral part of the Mountain Lake management team, the following priorities have been identified as recommended primary focus:

- Meet and sincerely interact with and engage as many staff as possible. Connect and build trust whenever and wherever possible, schedule interactive times, and follow up on details.
- Listen, observe, meet, and learn the various departments, staff, and overall culture. The successful candidate will integrate with the team and embrace the established work culture while driving and supporting change where necessary.
- Hit the ground running with the management team to field a seasonal team for the 2021-2022 season by rolling out hiring strategies and initiatives and coaching managers on active recruitment and selection practices.
- Assess, evaluate, recommend, and articulate Human Resource needs and plans to the Leadership Team.

CANDIDATE QUALIFICATIONS

- A history of progressive Human Resources management experience within a hospitality, service-oriented culture. A strong preference for an operational background in private clubs, hospitality, or restaurants.
- Understanding of all functions of Human Resources, including, but not limited to entire life-cycle recruiting / staffing, onboarding, compliance, benefits, training and development.
- A proven track record of creative and effective recruitment techniques, initiatives, and results.
- Knowledge of applicable federal/local/state laws and HR best practices.
- Ability to work with a high level of confidentiality and professionalism, demonstrating sound judgment and the ability to lead departments to better outcomes to achieve Club objectives.

- Ability to work with and through others, building and maintaining relationships. Must be an effective communicator, someone who can stimulate and motivate others while being aware of and responsive to their needs and concerns.
- Attention to detail is a significant focus of this role; handling those details quickly, correctly, and efficiently.
- Ability to maintain calm and reason, be a good listener, and deal well with interruptions and competing priorities throughout the day.
- Must be technologically savvy, highly computer literate, and comfortable with social media and other digital platforms.

EDUCATIONAL AND CERTIFICATION QUALIFICATIONS

- Bachelor's degree in HR or business-related field preferred with formal training in Human Resource Management.
- PHR / SHRM-CP or SPHR/SHRM-SCP
- Bi-lingual in English/Spanish strongly preferred.

SALARY AND BENEFITS

Salary is open and commensurate with qualifications and experience. The club offers an excellent bonus and benefits package, including SHRM membership and benefits.

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.

Preparing a thoughtful letter of interest and alignment with the above-noted expectations and requirements is necessary. Your letter should be addressed to Mr. Eric Dietz, COO, and clearly articulate why you want to be considered for this position at this stage of your career and why Mountain Lake and the Lake Wales, Florida area will be beneficial to you, your family, your career, and the Club if selected.

*You must apply for this role as soon as possible but no later than **Wednesday, August 4th, 2021**. Candidate selections will occur immediately, with first Interviews expected in August 2021 and second interviews a short time later. The new candidate should assume their role shortly thereafter.*

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

"Last Name, First Name - Resume" &

"Last Name, First Name - Cover Letter, MOUNTAIN LAKE"

(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 Holly Weiss: holly@kkandw.com

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