



**DIRECTOR OF LEARNING & EMPLOYEE ENGAGEMENT**

Fisher Island Club, Fisher Island, FL



## Who We Are

Accessible only by ferryboat or private yacht, our boutique property is comprised of just 15 graciously appointed historic and reimagined cottages, villas, and guesthouse suites that surround the now-iconic limestone and marble Vanderbilt Mansion mere steps from the beach, pool, spa, restaurants, and marina. Our private membership-only club boasts a beach club with one of the country's only genuinely secluded beaches, a 15-room all-suite luxury hotel, an award-winning championship golf course, 17 tennis courts, 4 pickleball courts, two deep-water marinas, a variety of casual and formal dining venues, a spa, a salon, a fitness center, the Vanderbilt Theater, an aviary with over a dozen exotic birds, and an observatory for stargazing. No other Miami resort or hotel offers the type of world-class luxury and 5-star level of service that we do.

It is the superior service and attention to detail that our staff provides to our residents, members, and hotel guests that distinguishes us from other private clubs. That's why we consider the health and well-being of our staff members to be one of our highest priorities. In addition to competitive wages, we are pleased to offer a variety of excellent benefits and career growth opportunities.

### POSITION SUMMARY

The Director of Learning and Employee Engagement is responsible for the planning, design, and implementation of training programs. For assessing and identifying the Club's training needs, maintaining a consistent culture regarding training, and managing and directing employee training. This position is also responsible for cultivating behaviors that will build lasting and valuable relationships between employees and members.

### ESSENTIAL DUTIES AND RESPONSIBILITIES

- Develop, execute, and continuously evolve a comprehensive and integrated learning and development strategy that drives high performance and elevates the employee and membership experience.
- Will actively research designs and implements effective methods to educate, enhance and recognize overall employee performance.
- Use performance reviews and skills gap analyses to identify training needs per department and individual employee.
- Plan training programs based on the operational need to achieve Club objectives.
- Implement coaching sessions and mentorship programs to establish a culture of continuous learning and talent development.
- Recommend new training methods (including e-learning courses and game-based platforms).
- Observe and monitor the internal service and delivery standards to coach and identify training needs.
- Creates and fosters an environment of “service to others” to build lasting relationships with employees and members.
- Educates and empowers employees through culture-based training objectives.
- Uphold management accountability to deliver consistent training and maintain service standards.
- Develop training and e-materials for current staff and new hires, including visual aids and multimedia tools.
- Conducts New Hire Orientation and Orientation sessions as required.
- Develop a train-the-trainer program for managers, supervisors, and other leaders responsible for employee talent initiatives.

## ESSENTIAL DUTIES AND RESPONSIBILITIES

- Provide input and training as part of the Performance Improvement Plan (PIP) process.
- Conducts follow-up studies of all completed training to evaluate and measure results.
- Partners with management to create department/position-specific training guides, standard operating procedures, and operations-based training materials.
- Ensures employees are engaged, empowered, and working in a high-performance workplace culture.
- Analyzes member survey results and regular member/guest feedback and creates a training strategy to address service deficiencies.
- Partners with management to identify opportunities for improvement to be addressed with effective training initiatives.
- Exemplifies the desired culture and philosophies of the Club.
- Ensures compliance with all Club policies, standards, and procedures through training and supervision.
- Complete all other tasks as assigned.
- Exercise discretion and independent judgment in the completion of job duties related to matters of significance.

## QUALIFICATIONS

- BSc/MSc in Human Resources, Learning, and Development, Organizational or relevant field.
- Prior experience creating learning and development strategic plans and translating them into operational objectives and programs.
- Demonstrated strong management and leadership capabilities.
- Senior-level expertise in designing and delivering leadership and management programs across a variety of methods.
- Excellent public speaking and superior presentation and facilitation skills.
- A natural collaborator and relationship builder.
- Outstanding problem-solving and project management skills.
- Forward-thinking, Training leader having deep knowledge of trends and the ability to devise solutions to address both current and future needs through innovative use of proven emerging technologies.
- Focused on providing executive oversight of innovations and solutions.

## KNOWLEDGE, SKILLS, AND ABILITIES

- Lead by example by utilizing a “hands-on” approach to management.
- Excellent knowledge of training and development resources and platforms
- Background in designing/developing, and planning training initiatives and implementation.
- Computer skills -Microsoft Office software (Excel, Word, PowerPoint, Outlook), ADP (working knowledge of tools and processes for monitoring and evaluating personnel data).
- Solid understanding of data analysis, budgeting, and business operations
- Superior problem-solving capabilities.
- A strong strategic, business, and relationship-building mindset.
- Excellent organizational and leadership skills.
- Possess and maintains a professional personal appearance at all times.
- Possess high energy, assertiveness, tenacity, drive, motivation, and enthusiasm.
- Excellent interpersonal skills.
- Diplomatic team player able to foster relationships with Members, employees, vendors, etc.,
- Creative, attention to detail
- Excellent time management and organizational skills to monitor and maintain project milestones and progress. Ability to organize and complete work in accordance with established timelines.
- Ability to work well under pressure, handle multiple projects and shift priorities based on business demands.
- Excellent verbal and written communication skills to interact professionally with a diverse group, of executives, managers, and subject matter experts.
- Ability to communicate information tactfully.
- Ability to maintain confidential, proprietary company information.

## WORKING CONDITIONS

- Working is performed in an office environment, and outdoor walking/standing for an extended period of time is required.
- The ability to have a flexible schedule to include, but not limited to, nights, weekends, and holidays.
- The ability to work in a fast-paced environment and have the ability to meet deadlines.

## BENEFITS

- Medical.
- Dental.
- Vision.
- 401 (k) retirement savings plan.
- Holiday pay.
- Vacation time.
- Paid time off.
- Short-term disability.
- Life insurance.
- AD&D.
- Free parking.
- Free meals.



**Kathryn Millard**

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**If interested in learning more about this great opportunity, please send your resume to our SearchWide Global Executive, Kathryn Millard.**

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