



GENERAL MANAGER & SOCIAL DIRECTOR
Job Description

Job Summary: Responsible for entire club operations.

Supervisor: Reports to the Board of Directors

Responsibilities:

Essential Duties and Responsibilities

General Manager

- Manage all aspects of the club to include, but not limited to: food and beverage, golf, social, administrative, and facility maintenance.
- Hire, develop, and supervise the management team, administrative personnel, and facility maintenance personnel.
- Establish budget and monitor financial operations to ensure the club meets all financial obligations.
- Create a strategic plan to maintain and grow club operations.
- Oversee the care and maintenance of the facilities physical assets.
- Develop, implement, and execute operational and personnel policies and procedures.
- Ensure club policies are being adhered to by the membership.
- Serves as ex-officio member of club committees.
- Actively participate in club events.
- Create a strong relationship with members.
- Ensure follow up on member complaints/concerns quickly and effectively.
- Ensure the member experience meets or exceeds high standards.
- Prepare monthly report for the Board of Directors.

Social Director

- Membership
 - Develop and implement programs to increase and retain membership.
 - Provide tours and information to prospective members.
 - Oversee the membership application process.
 - Perform new member orientations.
- Marketing
 - Create, organize, and distribute member correspondence such as the club newsletter, emails as well as other promotional materials.
 - Manage social media accounts.
 - Maintain the club website.
 - Work collaboratively with all department heads to promote all facets of the club.

- Social Events
 - Develop, promote, plan, and execute social functions such as, but not limited to: Blues, Brews, & BBQ, Food, Fun, & Fireworks, Family Fun Day, Santa Brunch, etc.
 - Provide exceptional member experiences through social functions.
 - Partner with Food & Beverage Director and Golf Professional on events.

Controller (Optional)

- Oversee administrative staff with respect to financial operations such as, but not limited to: accounts payable, accounts receivable, payroll, and bank reconciliations.
- Develop and implement proper accounting controls and procedures.
- Assist with the monthly financial statement reconciliation and preparation.
- Complete all required financial payments and reports in a timely and accurately manner.
- Prepare monthly financial report for the Board of Directors.
- Assist with billing inquiries.
- Manage the collection of delinquent member accounts.

Other Skills and Abilities

- Ability to organize and manage multiple priorities in a fast-paced environment.
- Ability to work a flexible schedule including days, nights, weekends, and holidays.
- Ability to come to work regularly and on time, to follow directions, to take criticism, and to get along with co-workers, supervisors, and members.
- Possess strong leadership, positive attitude, and willingness to work.
- Excellent written and oral communication skills.
- Skillful on computer software programs

Physical Demands

- While performing the duties of this job, the employee is regularly required to talk or hear. The employee is occasionally required to stand, walk, and sit. In addition, use arms, hands, and fingers to handle, feel, or reach. The employee must occasionally lift and/or move up to 50 pounds.