



# CLUB MANAGER JOB DESCRIPTION

## JOB SUMMARY

To help members have the quality boating, dining, and social experiences they expect from the Club.

To support the Board, volunteers, and staff in the achievement of the vision and mission of the Club.

## REPORTING RELATIONSHIPS

The Board of Directors for policy and general direction

The Commodore (Board Chair) for administration and supervision.

## JOB RESPONSIBILITIES

- I. PROVIDES MEMBER SERVICE
- II. SUPPORTS THE BOARD AS AN ORGANIZATION
- III. SUPPORTS CLUB OFFICERS IN THEIR ACTIVITIES
- IV. SUPERVISES STAFF
- V. SUPPORTS NEIGHBORHOOD AND COMMUNITY RELATIONS

## **TASKS TO SUPPORT JOB RESPONSIBILITIES**

### **I. PROVIDES MEMBER SERVICE**

1. Without being intrusive, takes advantage of every opportunity to engage with members.
2. Displays a friendly and cheerful demeanor to every member as far as possible.
3. Except in emergencies, gives preference to member visits, calls, e-mails, etc., over administrative work.
4. Provides information and assistance to members in every way possible.
5. Seeks feedback from members about how to improve the Club; passes it along to the appropriate Officer(s).
6. Keeps members well informed about events, activities and issues of the Club.
7. In the event of conflict or disagreement with a member, avoids anger and apply constructive conflict management techniques, including asking appropriate Club officers to participate in the resolution.
8. Publishes a periodic electronic newsletter containing information that is useful to members.
9. Maintains the Club web site with information valuable to members and/or required by the Board; works with volunteers to make the site easy for members to use.
10. Maintains and publishes an annual Calendar of Club Events.
11. Publishes an annual Roster of members, their vessels, and the governing documents of the Club.

### **II. SUPPORTS THE BOARD AS A BODY**

1. Assists the Commodore in preparing Board meeting agendas.
2. Makes sure the Board has accurate and timely information on all matters of importance.
3. Keeps the Board informed about potential opportunities and issues; makes recommendations when appropriate.
4. Offers advice and recommends actions on matters being considered by the Board.
5. Serves as a resource of information about the content, meaning, and application of the By-Laws and Club Rules.
6. Carries out Board decisions in the most effective way; makes sure all staff members do likewise in a positive spirit.
7. Guides other staff members in their relationship with Board members, to make these relationships productive and supportive.
8. At the direction of and on behalf of the Board, communicates information to the membership.
9. Maintains records of Board actions and decisions as provided by the Secretary; takes Board minutes when the Secretary cannot be present.
10. Documents Club policies and practices for Board approval.

### **III. SUPPORT CLUB OFFICERS AND COMMITTEES IN THEIR OPERATIONS**

#### **A. FLAG OFFICERS: COMMODORE, VICE COMMODORE, REAR COMMODORE**

1. Keeps Flag Officers informed about activities, opportunities and issues that may affect the accomplishment of the mission and values of the Club; make sure they are never surprised.
2. May serve as a sounding board for the Commodore and/or other Flag Officers about ideas and issues.
3. Prepares correspondence for Commodore signature, such as welcome letters to new members, letters recognizing member resignations, etc.

#### **B. TREASURER**

1. Assures all financial policies and Board directives are implemented effectively.
2. Supervises the accounts receivable, accounts payable bookkeeping and record-keeping functions of the Club in accordance with the direction provided by the Treasurer.
3. Prepares a draft operating and capital budget and plans for each Department, so that the Officer in charge has a starting point for budgeting.
4. Establishes and maintains a system for compiling departmental and Club Consolidated reports of accrued revenue and expenses for the month, year to date, comparison with year-to-date budget, and compared to the previous year's actual year to date.
5. Analyzes the monthly and year-to-date financial results for each department; communicates findings and recommendations to Flag Officers and the Treasurer.
6. Facilitates the work of the Club Auditor.
7. Participates in activities to ensure adequate financial controls.
8. Supports the Treasurer in working with the Finance Committee.
9. Makes sure all confidential information is kept confidential.

#### **C. GENERAL ASSISTANCE TO ALL OFFICERS**

1. Provides orientation and historical information to each new Officer regarding the responsibilities and activities of his/her Department.
2. Assists each Officer in the effective recruiting and utilization of his/her Committee.
3. Attends all Committee meetings.
4. Offers ideas, advice and guidance to each Officer and Committee.
5. Assists Officers to compile long-term capital needs and plans.
6. Assures Officers receive monthly financial reports in time to prepare and return estimates of year-end revenue and/or expenses that may vary from budget by significant amounts.
7. Serves as an on-going link to all Committees, keeping each informed about activities of other committees that may impact their own work.
8. Implements the decisions of Officers and Committees.
9. Track the registration and payments for events sponsored by a Department.
10. At the direction of each Officer, communicates information to the membership related to his/her operations.
11. Carries out many minor but important administrative tasks.

## **D. CRUISE**

1. Supports the Cruise Officer in carrying out the duties of that position.
2. Provides assistance to Cruise Officer in planning and scheduling cruises, as needed.
3. Aids in communicating information about cruises to members.
4. Tracks registrations and payment for cruise events.
5. Makes sure staff provides appropriate set up and other service for Cruise events.

## **E. ENTERTAINMENT**

1. Supports the Entertainment Officer in carrying out the duties of that position.
2. Works with Entertainment Officer and volunteers to support plans for events.
3. Communicates information and registration to members about each event.
4. Tracks registration and billing for events.
5. Provides direction to staff regarding set-up for events.

## **F. FOOD AND BEVERAGE**

1. Supports the Food & Beverage Officer in carrying out the duties of that position.
2. Working with the Food and Beverage Officer, participates in the selection of the Chef.
3. Supervises the Chef.
4. Approves hiring recommendations made by the Chef.
5. Works with Chef to assure sound understanding of member needs and wants, and how best to respond to member feedback.
6. Guides the Chef to make sure Club and member events are priced to include net revenue.
7. Encourages members to hold events at the Club; provides means for documenting plans for such events, including fees and costs.
8. Recommends rental rates for various parts of the Club.
9. Assures renewal of “bottle club” license annually.

## **G. HOUSE**

1. Supports the House Officer in carrying out the duties of that position.
2. Recommends capital items that will implement the long-term plan.
3. Supervises the Maintenance Chief and outside services so that the Clubhouse and other buildings are maintained for structural soundness, safety, and attractiveness.
4. Supervises the Housekeeper to assure the inside of the House is clean, attractive, and safe for the membership at all times.
5. Supervises the Grounds Worker to make sure the lawns and gardens are attractive and safe.
6. Assurances the hardscape – parking lot, sidewalks, boat ramp, and boat storage racks and spaces are in sound working condition.
7. Enforces Club parking policies for the benefit of all members; decides when it is necessary to open the Field for parking; hires and supervises a Parking Attendant for busy times.

## **H. JUNIOR PROGRAM**

1. Supports the Junior Sailing Program Officer in carrying out the duties of that position.
2. Working with the Junior Sailing Program Officer, selects and recommends to the Board the Director of the Program.
3. Approves the coach hiring decisions of the Program Director.
4. Helps the Junior staff to operate and maintain an on-line registration program.

## **I. MEMBERSHIP**

1. Supports the Membership Officer in carrying out the duties of that position.
2. Under direction of the Membership Officer, provides application forms and information to prospective members.
3. Operates the administrative processes for membership application, approval, acceptance, and admission.

## **J. RACE**

1. Supports the Race Officer in carrying out the duties of that position.
2. Makes sure Notice of Race and Sailing Instructions are prepared and printed in sufficient numbers to meet on-going needs, such as the Thursday Night Series.
3. Works with Regatta Management Services to track registrations and make sure all fees are collected for the Club.
4. Works with the Thursday Night Race Officer to make sure he/she has information needed to record start and finish times for Thursday Night Races; may enter times into the RMS scoring system.
5. Assures that the Race Committee boat is adequately prepared for every race.
6. Publishes race results in a timely fashion.
7. Completes and submits required Marine Event forms to the Coast Guard for approval.

## **K. WATERFRONT**

1. Supports the Waterfront Officer in carrying out the duties of that position.
2. Working with the Waterfront Officer, selects and recommends to the Board the Waterfront Manager.
3. Supervises the Waterfront Manager to assure that
  - a. Members get to and from the floats to their boats as quickly as possible, given the circumstances of level of launch activity, safety, and weather.
  - b. Launch Operators drive safely and efficiently and present a sharp appearance.
  - c. Launches, floats, and the pier are maintained to assure structural soundness, safety, and appearance.
  - d. All Club boats meet Coast Guard standards for safety and operation.
  - e. Labor and material costs are soundly managed to achieve optimum service and value.

## **L. EDUCATION**

1. Aids in communicating information about education programs to members.
2. Tracks registrations and payment for education events.
3. Makes sure staff provides appropriate set up and other service for education events.

## **IV. SUPERVISE STAFF**

1. Supervises 5 staff directly; seasonal staff is 40.
2. Provides each subordinate with goals and standards for performance.
3. Shares information with other staff members to increase productivity and efficiency for all staff.
4. Resolves any conflicts that may arise between or among employees.
5. Conduct disciplinary actions when necessary.

## **V. SUPPORTS NEIGHBORHOOD AND COMMUNITY RELATIONS**

1. Keeps neighbors informed about Club activities that may affect them.
2. Works with neighbors to share fairly in the costs of road management and snow plowing.
3. Deals with neighbor questions, issues and problems when possible; otherwise refers the matter to the appropriate Officer.
4. Recommends to the Board activities that will enhance the relationship with the Town of Falmouth; participates in such activities when appropriate.

## **ABILITIES, SKILLS, EXPERIENCES, AND OTHER TRAITS**

### **A. REQUIRED**

- ✓ Strong customer service experience and attitude.
- ✓ Ability to work with people with a wide variety of interests and opinions, sometimes in conflict situations.
- ✓ Ability to select and supervise staff so that they are committed to good work; no micro-management
- ✓ Flexibility: not all policies and procedures are written. Sometimes it seems as if everything is -ish. Either/or, hard-and-fast, don't fit well here. Know when to push and when to roll.
- ✓ Ability to read an operating statement and a balance sheet and know what they mean for management.
- ✓ Multi-tasking ability – during the operating season, interruptions become the norm
- ✓ Organized thinking – for example, computer files are organized and labeled for easy finding; before starting a new task, learning what has been done in the past.

### **B. HIGHLY DESIRABLE**

- ✓ Extensive boating experience -- either power or sail, preferably both. If you don't have it, this isn't the job for you.

- ✓ PYC is a Mac shop. The more the manager knows about Mac hardware and software, the better. It can be learned, though, so this isn't a deal-breaker.
- ✓ Ability to use software well beyond the novice level:
  - Expertise with WORD, including use of styles and tables
  - Expertise with Excel, including use of functions such as IF and CONCATENATE, and use of paste links
  - Use of data bases made with FileMaker Pro. Ability to find information, generate reports, and adjust layouts is basic. Ability to create fields, including calculation and summary fields would be helpful.
- ✓ Good writing skills to produce attractive, informative newsletters
- ✓ Flexible schedule for some evening committee meetings, usually work at least one weekend day during the commissioned season