



**Job Description:** Club Manager - Swim and Racquet Sports Club

**Location:** Olde Forest Racquet Club, Elon, North Carolina

**Reports To:** Board of Directors

**Company Overview:**

Olde Forest Racquet Club (OFRC) is a family-oriented premier swim and racquet sports club that is dedicated to providing exceptional recreational and social experiences for our members. Our club features a swimming pool, 10 outdoor clay tennis courts, 3 outdoor tennis hardcourts, 4 indoor clay tennis courts, 3 pickleball courts, and social spaces designed to provide an exceptional experience for individuals and families. We are seeking a dynamic, dedicated, and experienced Club Manager to lead our team and ensure smooth professional operation of our club and the highest level of service and satisfaction for our members.

**Position Summary:**

The Club Manager is responsible for the overall management and operation of the club. This role involves overseeing the daily operations of the club, overseeing staff, managing budgets, ensuring member satisfaction, and maintaining high standards of safety and service. The ideal candidate will have strong leadership and delegation skills, excellent communication skills, a passion for sports and recreation, and a commitment to providing outstanding customer service and member experience.

**Key Responsibilities:**

1. Operations Management:

- Oversee the daily operations of the club, including swimming pool, tennis and pickleball courts, and clubhouse.
- Ensure all facilities are clean, safe, and well-maintained.
- Develop and implement operational policies and procedures.

2. Staff Management:

- Recruit, hire, train, and supervise club staff, including lifeguards, racquet sport coaches, maintenance and administrative personnel.
- Conduct regular performance evaluations and provide ongoing training and development opportunities.
- Foster a positive and collaborative work environment.

- Effectively delegate tasks

### 3. Member Relations:

- Build and maintain strong relationships with club members.
- Address member inquiries, concerns, and feedback in a timely and professional manner.
- Develop and implement member engagement and retention strategies.

### 4. Event Coordination:

- Plan and execute club events, tournaments, and social activities.
- Coordinate with staff and vendors to ensure successful event execution.
- Promote events to maximize member participation and satisfaction.

### 5. Financial Management:

- Develop and manage the club's annual budget.
- Monitor financial performance and implement cost-control measures.
- Prepare financial reports and present them to the board or management as required.

### 6. Marketing and Promotion:

- Develop and implement marketing strategies to attract new members and retain existing ones.
- Oversee the club's social media presence and other promotional activities.
- Collaborate with local businesses and organizations to enhance the club's visibility and reputation.

### 7. Compliance and Safety:

- Ensure compliance with all health and safety regulations, club policies, and industry standards.
- Maintain up-to-date certifications for staff, including CPR and First Aid.
- Conduct regular safety inspections and address any issues promptly.

**Qualifications:**

- Bachelor's degree in Business Administration, Hospitality Management, Sports Management, or a related field (preferred).
- Minimum of 3-5 years of experience in a managerial role within a recreational, sports, or hospitality environment (preferred).
- Strong leadership and team management skills.
- Excellent communication and interpersonal abilities.
- Knowledge of swim and racquet sports club operations and best practices (preferred).
- Financial acumen and experience managing budgets.
- Ability to work flexible hours, including evenings and weekends as needed.
- CPR and First Aid certification (preferred).
- CPO certification (preferred).

**Benefits:**

- Salary \$55,000 - \$70,000 depending on experience.
- Paid time off and holidays.
- Family club membership and access to facilities.
- Professional development opportunities.

**How to Apply:**

Interested candidates are invited to submit their resume and a cover letter detailing their relevant experience and qualifications to [ofrcboardofdirectors@gmail.com](mailto:ofrcboardofdirectors@gmail.com) with the subject line "Club Manager Application - [Your Name]." Applications are due by November 18, 2024, and will be reviewed on a rolling basis until the position is filled.

*Olde Forest Racquet Club is an equal opportunity employer. We celebrate diversity and are committed to creating an inclusive environment for all employees.*