



Position for Immediate Hire

**Club Manager
Cleveland Park Club**

The Cleveland Park Club seeks an individual to manage the Club's operations on a full or near-full-time basis. The CPC Manager is the face of the Cleveland Park Club to its members and the community. The Manager must be self-motivated and dedicated to the mission of the Club. The position averages 25-40 hours per week of work over the course of a year, but there is both substantial flexibility in terms of work hours, and significant seasonal variation in workload. During the spring and summer, closer to 40 hours per week are typically required. The Manager is responsible for running the Club on a day-to-day basis, hiring and managing summer staff, overseeing the Camp Director and the swim lesson program, managing the Club's budget, managing vendors and service providers, organizing events, advertising classes, and working with the Club's volunteer Board on strategic matters.

The Cleveland Park Club is a private, non-profit social organization located in the heart of the Cleveland Park neighborhood in Washington, DC. The Club is a unique community that provides resources and activities for its members families, where neighbors meet to swim in the Club's pool and attend classes, summer camp, swim lessons. Club social events include pot luck suppers, porch parties, and other events. The Club was founded in 1922 and consists of 150 voting member households who use the pool, rent the clubhouse, and along with social members, participate in programming and social events throughout the year.

Responsibilities

- 1) Organizational
 - a) Organize and coordinate classes, swim lessons, summer camp registrations, and clubhouse rentals.
 - b) Manage existing vendors / service providers (cleaning, handyman, landscaping, house steward, etc.), and engage new ones as necessary.
 - c) Manage Club's budget and day-to-day financial operations, in conjunction with a bookkeeper and with oversight from the Board Treasurer.
- 2) Customer / Member Relations, Marketing, Communications & Events
 - a) Serve as the face of the Club. Handle email and phone correspondence with members and customers, and otherwise facilitate program registration.
 - b) Facilitate marketing communications by the Club via email, mailers, and listserv postings
 - c) Keep the website up to date and ensure that members know about upcoming events
 - d) Plan and facilitate member-only social events, in consultation the Board.
- 3) People Management & Other
 - a) Oversee the Camp Director (or camp provider, if outsourced) and manager the swim instructors (or swim lesson provider, if outsourced).

- b) Hire the Camp Director, swim instructors, and any extra staff that may be required.
- c) Manage Club's paper and electronic document repository

Key Qualifications

- Experience managing an active office, including management of operations, budgets, and projects
- A track record of successfully operating in a customer-facing role, including coordination of activities among different constituencies.
- Demonstrated ability to prioritize multiple concurrent tasks
- Experience identifying, hiring, and managing contract staff
- Experience working with Microsoft Excel, and using a customer relations software to manage classes, membership and other business operations.

Key Success Factors

- Highly organized and self-motivated
- Happy operating in a customer-facing role.
- Comfortable working on own for most of the year. (The Manager is the Club's only non-seasonal employee.)
- Able to handle regular email correspondence with members, vendors and customers
- Able to track activities and spending in programs like Excel, and to manage the Club's website content and use the Club's class management and customer relations software to manage the business.
- Be willing to do what it takes to get the job done, whatever it is.
- Comfortable managing direct reports.
- Positive attitude, and enthusiasm for being part our unique community organization

Additional Desired Traits

- Prior experience in managing a non-profit is a plus
- Prior experience working with an all-volunteer Board is a plus
- Knowledge of Cleveland Park and experience with the Cleveland Park Club is a plus

Annual Work Cycle & Hours of Work

- -25 to 40 hours per week, on average throughout the year, mostly at the Club's office.
- Manager has some flexibility over when hours are worked, except during the 8-10 weeks when the summer camp is in operation, when the Manager is expected to be onsite during camp hours
- Manager can work some of the time from home (or remotely), but they must be available to come to the Club as needed during business hours for appointments with members or vendors, and on occasion, for a few hours on the weekend to staff events.
- Workload increases in spring and peaks in summer; it is at its minimum from September through December.

Compensation

Compensation will be commensurate with experience and qualifications. This position is specified as full time but may be filled on a near full-time basis. The position is exempt and has some benefits, which will be tailored to the employee's specific situation.

To apply

Please send your resume, along with a cover note explaining why you are interested in, and qualified for, the position via e-mail to apply@ClevelandParkClub.org.

Please include "*Manager Application*" in the subject line and only attach files in Microsoft Word or PDF format. No calls please.

The CPC is an equal opportunity employer.