



## **POSITION DESCRIPTION FOR GENERAL MANAGER**

### **Background**

Pamet Harbor Club (PHC) is a member-only social, boating and tennis club located on beautiful Pamet Harbor in historic Truro, MA. Here our members enjoy the clubhouse, dock, tennis courts, and kayak/SUP/sunfish racks as well as high-season weekly happy hours & periodic special events. We are also a waterfront venue for Outer Cape weddings and privately catered social events.

Privately owned by shareholders and dating back to the 1960's, PHC presently has a combined enrollment of over 180 family, dual and individual memberships that comprise nearly 400 members. With its stone fireplace, full kitchen, enclosed porch and outside deck the clubhouse serves as a gathering place year around. In the warmer months, when the club activities are at their highest levels, members regularly meet to relax with one-another and enjoy expansive views to the west of Pamet Harbor and beyond to Cape Cod Bay. At the end of the day, sunsets are magnificent!

### **Summary of Responsibilities**

Reporting to the Commodore and the Board of Directors, the General Manager (GM) provides oversight, management and operational services for the PHC facilities. The GM also serves to promote and facilitate new club memberships and social activities, ensuring member and shareholder satisfaction and is the face of PHC to the Truro and Outer Cape community. This role includes serving as booking agent for various third-party events on site such as weddings and other large social events. Finally, the GM will remain up to speed and communicate to shareholders and club members on legal requirements, manage databases and help prepare for our annual general meeting.

The GM position is a year-round job that is "summer-centric" in its hours of work. Relying on the added support of seasonal, part-time club stewards, the expectation is for a full-time work week between mid-May to mid-September with the need to work some nights and weekends. With proper coverage, not all of the hours need to be on site every week. Over the remainder of the year the expectation is to work approximately one to two days per week on average.

### **Qualifications and Experience**

- 3+ years' experience in facilities management, hospitality leadership or in financial or administrative capacities. Club management experience preferred but not required;
- Ability to operate independently while meeting deadlines;

- Strong analytical skills and detail orientation;
- Prior experience managing and leading others;
- Excellent oral and written communication skills;
- Comfortable with basic computer applications such as Word and Excel;
- Previous work with the general public and the community at large; and
- Some physical labor required to assist with kayaks, docks, tennis equipment, etc.

## **Desired Attributes for the Ideal Candidate**

- Enjoys interacting with a variety of people;
- Passion for hospitality and making people feel welcome;
- Appreciates an outdoor setting and is comfortable around watercraft/the harbor;
- Is effective at engaging with members and encouraging volunteerism;
- Has a customer service mindset;
- Is flexible on hours, especially in the summer months between June and Labor Day in September;
- Has a strong pride of ownership, as this role is the face of the PHYTC;
- Previous country club, social club, hospitality or catering experience desired;
- Comfortable with basic financial reports (P&L, Banquet Event Orders, Simple Catering Contract); and
- Familiar with/will thrive in seasonal environment

## **Apply for the Position**

Please send all inquiries regarding the position to Jim Nash, PHC Commodore (President) at [commodore@pametclub.com](mailto:commodore@pametclub.com). All submittals will be kept confidential.

Please visit our website at: <https://pametclub.com/>