

## **Clubhouse Manager Position Description [March 28, 2015]**

The Woodlands Clubhouse Manager(s) purpose it to act for and as a representative and extension of the Woodlands Homeowners Association Board of Directors (WBoD). This translates into collaboration and participation with the WBoD regarding the management activity of the Clubhouse, Pool, Grounds, etc. In essence, the Clubhouse Manager(s) are the face of the Woodlands to our homeowners, contractors, suppliers/vendors and City of Carmel personnel. Professionalism, communication, collaboration, dependability and follow-through are necessary characteristics for success in this position. The below list provides a level of specificity around the expected activities and responsibilities of the Clubhouse Manager(s) – is not to be considered all-inclusive or comprehensive – and may vary depending on the direction and needs of the WBoD:

### Grounds

- Sweep and clear front steps.
- Shovel snow off porch and steps.
- Clean out cigarette butts from the porch containers.
- Pickup all debris on overall grounds.
- Maintain and upgrade all porch furniture.
- Change out and replace all porch light bulbs.
- Monitor the weekly garbage pick-up.

### Membership

- Collect all mailed in and dropped off Dues payments and give to Director
- Gatekeeper for pool access ensuring only residents who a current with dues payments are allowed to swim
- Coach guards and reinforce procedures so only members who are current with dues are allowed to use pool or rent clubhouse
- Advise Membership Director of issues or questions from members regarding dues payments or liens

### Pool

- Assist Pool director with interviewing, hiring and reviewing all guards
- Assist Pool director with in-service and training of new guards
- Assist in annual un-covering (spring) and re-covering (fall) of pool.
- Order all pool supplies both hard and soft goods.
- Maintain appropriate levels and order all deliveries of Chlorine and Bromine chemicals.
- Maintain membership roster current at front desk of pool.
- Train all guards on the pump room operation with especial interest in cleaning out the filters nightly.
- Do all the weekly back wash operation.
- Inspect mechanical operations on a daily basis, fix any minor issues or escalate to service rep.
- Keep pump/filter room clean and organized.
- Check vending income and collect also check guest fee income and collect.
- Deliver all monies to the Treasurer.
- Organize the swim lesson forms and schedules.
- Supervise and support all guards through the Head Guard and Pool Director.

Be available to answer questions or concerns arising from pool activities.

#### Clubhouse

Maintain annual calendar of homeowner events and rentals.

Dust, wipe down all cabinet tops and Kitchen appliances weekly.

Replace all hand towels and toilet tissue as needed.

Spot Shampoo extensive spills from any parties

Accommodate all interest calls for clubhouse tours by new homeowners and interested renters Purchase all cleaning products for clubhouse.

Inspect and take appropriate action prior to all rentals.

Clean and inspect for damage all banquet and facility areas in regard to damage and cleanliness. Replace all paper goods as needed and vacuum.

Empty trash cans.

Handle all phone responses to general info and or quotation of party pricing.

Execute all contract signings and covenant requirements.

Decorate the entire downstairs for Christmas and dismantle when appropriate.

Provide overall Facility Security.

Repair and or replace within budgets all furniture.

Collect all mail daily and separate and disperse to the appropriate Board Member.

#### Administrative

Participate in the monthly WHA Board meetings

Present at annual WHA meeting

Escalate any homeowner issues to the applicable Director

In exchange for the above services performed, the WHA Board provides the Clubhouse Manager(s) with rent-free accommodations (utilities included) in the apartment/suite located directly above the Clubhouse (unfurnished), as well as full access to our facilities (tennis courts, lake and pool).