GLPYC Director of Operations

**About the Club:**

The Groton Long Point Yacht Club is a yacht and tennis club, formed in 1934, to provide social and sport programs for the residents of GLP. Over the years, the Club has become the heartbeat of GLP and continues to promote community and sportsmanship through its many youth and adult activities.

**Job Description:**

The Director of Operations will be responsible for the year-round oversight of the GLPYC. This person will report to the Board of Directors, working closely with board members to implement Yacht Club programs, events, and activities, and performing appropriate administrative tasks. This person will also work closely with the Directors of Sailing & Tennis, and the Sr. Director of Youth Programs to coordinate activities and communications.

**Position Responsibilities:**

* **Marketing & Communications –** Partner with the Marketing and Communications Committee to create and implement year-round membership acquisition & retention campaigns, as well as timely membership updates. This includes:
  + Manage Club-wide email communications, manage the Club’s social media presence (Facebook, Instagram, Twitter, etc.), and maintain the club’s web presence (GLPYC.org).
  + Oversee the creation of marketing collateral for membership campaigns and events (both digital and physical materials).
  + Review membership statistics, identify trends, and make membership recommendations, implement Board approved initiatives.
  + Work with local real estate agents and GLP Association to provide tenants and homeowners with appropriate Yacht Club information.
* **Platform Management** – Work with Operations Committee to monitor and maintain the “Club Express Platform.” This includes:
  + Become the “in-house” expert on the Club Express System.
  + Oversee Membership Sign-Ups and Renewals, promptly address members’ questions and problems, identify any problem areas and recommend solutions.
  + Manage Class and Event Registration. **Set up,** update, and oversee registration for all classes and events for Club. Promptly address members’ registration questions or problems, identify any potential longer-term issues, and recommend solutions.
  + Review and maintain the membership records for database accuracy.
  + Provide regular reports and updates to the Board with membership, class, and event enrollment statistics.
* **Financial Oversight –** Manage the day-to-day financial activity for the Club. Including but not limited to: deposit on-site funds, process invoices for payment including assigning account numbers and reviewing Quickbook reports to ensure costs are being tracked properly and budgets are on-track. Coordinate with the YC’s Treasurer, Accountant’s office and Bookkeeper. Collect all timesheets for staff and submit to Accountant’s office.
* **Events –** Manage Off-Season events and partner with the Sr. Director of Youth Programs and Events Committee to execute in-season events. Including:
* Off-Season Events– Coordinate “On and Off Point” events; including any transportation, ticketing, food, entertainment, etc., plus event set-up in the system, and member signups.
* In-Season Events – Support Events Committee’s to plan and manage membership events; including coordinating contracts/deposits, ticket sales and making sure that any needed materials are available (member lists, name tags, etc..). Coordinate with the Sr. Director to ensure events are properly staffed and overseen.
* **Safety & Emergency Preparedness** – Monitor and report on appropriate health and safety issues, guidelines, and regulations from federal, state, and local government agencies, and appropriate industry associations (US Tennis Association, US Sailing, national camp organizations, etc).
  + Identify appropriate actions and precautions for board and staff action.
  + Coordinate with the Program Directors on implementation of appropriate safety measures; ensure proper inventories of any safety-related equipment and supplies.
* **Operations and Administration:**
* Year-round: Regularly check YC email and phone messages; respond promptly to member requests and route issues and concerns to the Board or Committees as necessary. Perform other administrative tasks as needed.
* Oversee the Office Manager, other administrative staff, and maintenance staff. Work closely with the Directors of Tennis, Sailing, and Sr. Director of Youth Programs to coordinate activities, communications, supplies, equipment, etc.
* Coordinate with the Office Manager to set-up and breakdown the office at the beginning and end of the summer season. Coordinate with the Office Manager to ensure all supplies and equipment are ordered prior to the summer and are inventoried and stored at the end of the season.
* Provide customer service support in the office in the summer, and ensure office coverage between self, Office Manager, and any other staff. Expectations will be that the Director of Operations be in the office from 8am-12pm, Monday through Friday.
* Coordinate with the Sr. Director of Youth Programs and Events to run appropriate pre-season staff training & yearly staff written reviews.
* Order trophies, Patron/Commodore’s Club gifts, and any other program-specific materials or equipment.
* **Board Support** – provide updates and make recommendations in support of Yacht Club operations and Board objectives. This includes but is not limited to:
  + Attend monthly board meetings, and occasional committee meetings to.
  + Provide an end-of-summer report to be reviewed with the board including areas for improvement, recommendations, and any other important input.
  + Assist as needed with special Board projects.

**Hours:** It is anticipated that this position will require approximately 5-10 hours per week in the off season (generally fewer hours in the fall, and higher during the winter and spring) and 20-30 during the summer months.

**What you need to succeed as the Director of Operations:**

* Excellent organizational as well as written and verbal communication skills
* Multitasking; ability to balance multiple projects at once
* Ability to oversee and manage priority projects with limited supervision
* Have a proactive and analytical approach; eye for detail
* Experience utilizing and managing a Software as a Service (SaaS) digital platform
* Comfortable interacting and collaborating with volunteer Board members.
* Demonstrate superior customer service skills
* Bachelor’s Degree preferred