



## **CUMMAQUID GOLF CLUB**

### **COMMUNICATIONS & EVENTS DIRECTOR**

Cummaquid Golf Club is a private, member-owned, 501c(7) not-for-profit club with approximately 450 members and up to eighty employees in high season. The club was founded in 1895 and is one of the first golf courses established on Cape Cod. The Club is located in the quaint village of Cummaquid along scenic Route 6A in Barnstable County. The new Cummaquid clubhouse was constructed in 2017 and serves the membership with a Dining Room seating 120 and a Pub serving one hundred, including a beautiful Terrace overlooking the 18<sup>th</sup> green.

### **COMMUNICATIONS:**

#### **Job Summary (Communications)**

Coordinate the development and production of the Club's newsletter, website, and other internal and external written and electronic communications. Provide secretarial and administrative support services to the General Manager, Controller, and appropriate club staff members.

#### **Job Tasks (Communications & Admin)**

- Edits all Club newsletter articles; collects, organizes, and submits all copy for production on a timely basis; proofs contents for corrections and changes; responsible for design and layout of page format and cover design (electronic and paper).
- Establishes and creates print and electronic materials for all aspects of the Club, including new member and prospective member promotional pieces, menus, athletic tournament entries, in-house signage, etc.
- Oversees all direct mailings (paper and electronic), including composition, design, and printing.
- Serves as managing editor of the employee newsletter.
- May take photos for use in Club publications, emails, and websites.
- Distributes and tallies member surveys.
- Maintains and promotes Club's Website content and usage to members and staff.
- Performs general office tasks, such as word processing and filing, to assist the General Manager, Controller, and other department heads.
- Maintains general Club correspondence.
- Answers the telephone; acts as a receptionist when necessary; assists with members' inquiries and provides information about membership, special functions, etc.
- Provides schedule and other Club information to members and guests.
- Takes reservations for Club outlets and events as necessary. Update and maintain member mailing and telephone lists.
- Perform member-family relations responsibilities (including checking obituaries and preparing and sending thank-you letters, get-well cards, condolence letters, flowers and birthday greeting cards).
- Manage a "lost and found" program.
- Assemble new member and catering packets.

- Prepares and sends mailings about Club events and functions.
- Attend meetings with the General Manager, Club staff and others.
- Prepares PowerPoint presentations for General Manager's meetings; assists in computer-design tasks related to menus, invitations, announcements, signs, and other materials.
- Purchases and inventories office supplies. Sorts and distributes incoming mail. Collects and posts outgoing mail.
- Assist with miscellaneous Club surveys.
- Prepare annual meeting notices.
- Assign lockers to members and keep locker records updated.
- Maintain supply of gift certificates and distribute when necessary.
- Performs other *ad hoc* duties as assigned by the General Manager and Controller.

## **EVENT ADMINISTRATION**

### **Job Summary (Events)**

Help members plan special catered functions that meet their ideal and special needs. Interact closely with Executive Chef and F&B Service Manager to ensure that financial goals (revenues and costs) are attained for each event. Responsible for the banquet service function in the club. Supervise banquet service personnel to assure member and guest satisfaction through proper food and beverage service and presentation. Maximize the club's profitability from the catering function. Promote the club's dining facilities for private banquets, business and social meetings and other member-related activities. Develop contracts for and oversees all administrative and operational aspects of preparing and serving events.

### **Job Tasks (Event Administration):**

- Implements on-going sales campaign to alert members to the Club's banquet operations and capabilities.
- Helps members plan special events, including menus, entertainment, theme, decorations, and other aspects.
- Maintains current and accurate member files for all events.
- Compiles and manages various sales and other reports.
- Develops detailed plans for each catered event in conjunction with food and beverage director and executive chef.
- Diagrams buffet tables, guest tables and other function room set-up needs for special events.
- Holds pre-function meetings with servers to ensure smooth, efficient service; assigns server stations and coordinates the timing of courses.
- Handles member and guest complaints about banquet events.
- Assures that all functions are properly staffed.
- Assures the neatness, cleanliness, and safety of all banquet areas.
- Assumes closing manager or manager on duty responsibilities when assigned.
- Conducts after-event evaluations to improve quality and efficiency of banquet functions.
- Ensures that all appropriate charges are billed correctly to each event and forwarded to the accounting department for billing.
- Assures that state and local laws and the club's policies and procedures for the service of alcoholic beverages are consistently followed for events.
- Develops and documents standard operating procedures for banquets.
- Ensures the proper cost and revenue controls for all banquet alcoholic beverage service.

- Assures that banquet event closing procedures are followed.
- Transmits necessary information to and coordinates event planning with production and serving staffs; arranges for printing of menus, procuring of decorations, entertainment, and other special requests, etc.
- Inspects finished arrangements; may be present to oversee the actual greeting and serving of guests.
- Checks function sheets against actual room setup; oversees personnel scheduling for special functions and may help supervise service personnel.
- Maintains past and potential client files; schedules calls or visits to assess on-going needs of prospective clients for catering services.
- Helps develop catering budgets; reviews financial reports and takes corrective actions as appropriate to help assure that budget goals are met.
- Helps guests with parking, entertainment, decorations, audio-visual, floral and any other requirements integral to events being planned.
- Arranges prompt payment for all events.
- Critiques functions to determine future needs and to implement necessary changes for increased quality.
- Attends management meetings to review policies and procedures, future business and to continually develop quality and image of banquet and catering functions.
- Meets with athletic departments to plan food and beverage aspects of special events organized by the staff members.
- Manages banquet billing and client correspondence.
- Updates weekly function information for all affected staff.
- Performs competitive “shopping” of alternative function sources.
- Serves as liaison between kitchen, service, and management staff.
- Maintains club’s master calendar and function book.

**Candidate Qualifications:**

- Bachelor’s degree in a Hospitality, Communications, Business or related field.
- Minimum of 5 years of relevant professional experience in an organization with analogous structure, scope, and scale.
- Individuals with experience from any environment or industry sector are encouraged to apply and those with direct relevant experience in member-funded organizations, including golf, social, tennis or country clubs, and/or service and hospitality sectors may ultimately be favored.
- Candidates should have a demonstrable and referenceable history of professional accounting competence, of familiarity with current best-practices accounting, reporting, and filing principles and technologies, and of working effectively with external partners (e.g., audit firm, consultants, vendors). They should also bring a track-record of proactivity, driving outstanding financial performance, strong peer collaborative skills, positive team leadership, and constructive interaction with clients, members and/or beneficiaries.

**Date Position Available:**

- Immediately

**Compensation and benefits:**

- Commensurate with experience, but will include a competitive base salary, participation qualified retirement plan, group health, golf privileges, and other standard perquisites.

**Please send resumes and a compelling cover letter (no phone calls, please) to:**

John B. Dufault, CEC, CCM, SHRM-CP  
General Manager

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