

POSITION DESCRIPTION - NOVEMBER 2022

TITLE: GENERAL MANAGER, THE SMALL POINT CLUB, PHIPPSBURG, MAINE

OVERVIEW:

The Small Point Club is an historic beachfront facility, founded in 1897, located in the mid-coast area of Maine. Just one hour north of Portland, 30 minutes from Brunswick (home to Bowdoin College), and 20 minutes south of Bath, Small Point is at the southern-most tip of Phippsburg, Maine. Small Point Harbor not only serves as a working-waterfront for local lobstermen, but also as the location of the Small Point Yacht Club, whose fleet of Small Point One-Design sailboats race twice-weekly throughout the summer, and where summer residents' moor their pleasure sailboats and motorboats. From the porch of the Club, a direct view of Seguin Island and its lighthouse and the three mile stretch of Seawall Beach is one of the best in Maine.

The Club provides the venue that binds this community together and is beloved as the place to visit with friends and family summer after summer in one of the most "magical places on earth". To that end, the Small Point Club provides fine dining, residence hospitality, weekly art shows, casual Low Tide Grill lunches, a weekly speaker series, memorial gatherings, full-moon viewings from the porch, and various other events.

The Club currently has 360 members across a full range of ages. It is generally open from the last weekend in June through the first or second weekend in September. Our Clubhouse has a dining room which seats 30 and an additional private party room with seating for another 30. We operate an oceanside grill (Low Tide Grill) at lunch time with about 32 seats and an outdoor kitchen. During the season, we offer overnight accommodations with fifteen guest rooms; provides breakfast, lunch and dinner daily; operates a full state-licensed bar; typically handles two-three private parties; and serves as a relaxed gathering place for the member community. We are open as a B&B from June 1st until opening day which is usually the last weekend in June and are open in the same fashion from Labor Day to June 30th. Most non-Club events like weddings are in June or September. To capture the essence of the Small Point Club, please visit its website: www.smallpointclub.com.

The General Manager is responsible for all Club operations and ABOVE ALL for ensuring a welcoming, positive member experience. This includes hiring seasonal staff, overseeing the opening and closing of the Club, managing food and beverage service, directing housekeeping activities, taking and managing reservations, and acting as the principal point of contact for members planning special events and day-to-day interactions with the Club. In addition to other staff, the General Manager is aided by an office assistant/receptionist who takes room and dining reservations and reports to General Manager (and Treasurer regarding financial matters). In addition, the General Manager works with the Club's Board of Directors to provide those metrics and reports necessary for effective oversight of the Club's operating and financial condition. The Club is governed by Board of Directors of about a dozen members to ensure the direction of and resourcing for the various facets of operating and maintaining the Club's operations and facilities. The General Manager position works closely with the Board and reports to the President of the Board.

The role of General Manager is broad in scope and includes managing our seasonal team as well as day-to-day “hands on” activity to ensure that member expectations are routinely met or exceeded when possible. Additionally, there are a range of activities that need the attention of the General Manager during the off season, for which he or she is compensated.

Responsibilities:

1. Identify, hire and supervise the following seasonal personnel: Head chef, sous chef, lunch chef; bartender (1); housekeeping staff (2); wait staff (4-6); others as may be determined by the General Manager with approval by the Board. Some of the staff from the 2022 season have already committed to return in 2023.

2. Oversee food and beverage operations: Breakfast, lunch and dinner are served daily; the lunch service being primarily from the Club’s popular outdoor “Low Tide Grill.” Bar service is principally during the evening hours. This position requires working with the Head Chef to set a workable seasonal menu, and to arrive at item pricing that is generally targeted to be competitive with other local eating venues. The General Manager will also be involved in planning and executing larger private parties, generally two-to-four per season, as well as the Club’s two popular annual parties during July and August. June and September (the shoulder season), will be promoted for weddings and special group events, which are included in this position’s responsibility.

3. Receive, schedule and confirm room reservations: The Club allows members to make reservations beginning January 1st, most of which are handled by telephone or email. While popular weekends and/or rooms often fill up early, reservations continue through the final week of the season.

4. Direct activities related to opening and closing the Club: On-site coordination and management beginning typically no more than two weeks prior to the season opening and ending no more than ten days following the last day of occupancy. In rough terms, this usually translates to June 15th through September 20th. If shoulder season events are scheduled, two weeks before and after those dates would be necessary to be on-site. In addition to the physical opening of the clubhouse building, there are also a range of activities around staff training, inventory ordering, special maintenance, etc. that occur.

5. Collect, maintain and report key operating data: In large part, this is to ensure that the bookkeeper can post activity to accounts on a weekly or bi-weekly basis. It also entails maintaining report data for use by the Board in understanding the important financial and operational aspects of the business. The General Manager will be expected to liaise with the part-time bookkeeper and the Board around these “back office” activities.

6. Implement strategic changes desired by the members: At the beginning of each season, the General Manager is expected to begin implementing actions that arise from the January Board meeting to improve operations, offerings and facilities. The General Manager will be a participant in this and all other Board meetings and so will help shape the future of the Club.

7. Supervision: The General Manager reports to the President of the Board. The position requires the ability to work closely with Board members who are committee chairs, and most especially with the Buildings and Grounds/House Committee Chairs who oversee planning and execution of various ongoing and proposed interior and decor projects, as well as the overall functioning and operation of the front and back of the house.

Desired Experience:

Successful club, hospitality or B&B management experience, with operations background including hospitality, F&B, and event planning. In addition, a familiarity with small business accounting systems (the Club uses QuickBooks), as well as “front end” hospitality software is desirable. (The Club uses: Reservation Keys, Touch Bistro, MailChimp, and some other programs.)

Compensation:

The Club offers a competitive package which reflects both the in-season management responsibilities and the off-season administrative activities. In addition, the Club pays travel expenses incurred by the General Manager on Club business. Room and board during the season, including during opening and closing activity, is provided for the General Manager, who is expected to reside at the Club.

Miscellaneous Information:

A key goal for the new General Manager will be to continue the implementation of new services identified in the current Strategic Plan and January Board meeting. These will likely include:

- Assist with the selection and installation of software that will simplify the management of the Club’s food service and hospitality functions, improve accuracy in member billing, improve staff productivity, and strengthen the management of accounts receivable and payable.
- Continue to strengthen the Club’s processes around “special events” to ensure high levels of member satisfaction with both the planning process and the execution of the event.
- Help develop ways to engage new members and potential members in the “life of the Club”.

The successful candidate can expect to receive whatever support he or she may request from the Board, and especially from the House, Membership, and Finance committee chairmen.

Timeline:

The Board would like to finalize the hiring decision by March 31, 2023 or sooner so the new General Manager can participate in the “ramp up” to the 2023 season.

Respond To:

Responses (resume, cover letter and a list of three references) or questions should be sent by email to Jonothan Tierce, Chair of the Search Committee, at search@smallpointclub.com.