



OPEN POSITION: THE COUNTRY CLUB OF ORLANDO RECREATION DIRECTOR

Reports To: General Manager

Status: Full Time, Exempt

Direct Reports: Head Tennis Professional, Wellness Manager, Aquatics Supervisor, Junior Activities Director, contracted Croquet Professional

Job Summary and Position Objective: To oversee the operations and long-term strategy of the Club's recreational amenities, to include: Tennis, Wellness, Aquatics, Junior Activities, and Croquet. The Recreation Director will set the standard for general operation, service, and financial goals in these areas and work with their direct reports to ensure these goals are executed successfully.

Essential Functions:

- Works with all direct reports to ensure the highest level of service, programming, and professionalism are met
- Works with the Head Tennis Professional, Wellness Manager, Junior Activities Director, and Aquatics Supervisor to set department goals and serves as a support to each department manager in attaining them
- May give lessons in each area as needed or as time allows
- Works with the Croquet Professional to ensure members receive a high-level croquet experience based on the contracted duties
- Ensures that off season croquet play is coordinated and executed to the membership's expectations
- Monitors and evaluates each areas' overall budget, labor costs and trends, inventory, COGs, and sales for success in meeting Club goals and takes corrective measures, when necessary
- Assists the General Manager and Controller with annual budgeting
- Ensures all departments are meeting the Club's safety goals and is an active participant in compliance and awareness
- Attends the following Committee Meetings: Tennis, Wellness, Croquet, Junior Activities, and the weekly Management Meeting
- Responsible for hiring recreation department management and gives input and assists with hiring for recreation mid-management and staff positions
- Responsible for motivating and retaining a strong team of managers and administrators to deliver high-performance results in each area

- Plans professional development and training activities for their direct reports and assists them with the training and development programs for their department staff
- Responsible for overseeing that department payroll duties are completed and done with accuracy
- Plans member engagement strategies and works with direct reports to implement
- Coordinates with other departments in a timely and proactive manner, when necessary, to ensure all Club operations run efficiently
- Assists direct reports with responding to member amenity inquires, handles any high-level questions, concerns, or service recovery situations
- Represents the Club in activities, as required
- Performs any other duties as assigned by the General Manager

Required Competencies/Skills:

- Must be able to convey information clearly and in a professional manner at all times, both written and verbally.
- Must maintain composure and objectivity under pressure and be able to effectively advise staff and management in situations such as accidents, grievous policy violations, etc.
- Must be able to coordinate multiple tasks while maintaining the required standards of operation.
- Must be willing to take initiative and anticipate, prevent, prioritize, identify, and solve problems as necessary to ensure the highest level of service.
- Must be able and willing set the example of compliance with all CCO Employee policies, including punctual attendance and personal appearance standards.

Required Experience:

- College Degree/Bachelors in a related field, and/or five years of direct work experience.

Preferred Education and Experience:

- Experience in the Club industry preferred
- Ability to efficiently use Microsoft Office Suite Products, ClubEssentials, and the POS System

EEO Statement:

The Country Club of Orlando does not discriminate on the basis of race, sex, color, religion, age, national origin, marital status, disability, veteran status, genetic information, sexual orientation, gender identity, or any other category protected by law in provision of employment opportunities and benefits.

Compensation Information:

Excellent Starting Salary

Club Benefit Package: Full Time Employees are eligible after 60 days of employment

- Excellent Health Insurance Benefits
- Dental Insurance
- Vision Insurance
- Paid Time Off
- 401 (k) plan with a Club matching program after one year of continuous service

Continuing Education Opportunities

Two meals per day provided by the Club

All qualified applicants can submit resumes to:

Patrice Campitelli

Human Resources Manager

1601 Country Club Drive

Orlando, FL 32804

pcampitelli@countrycluboforlando.com