

PICTONA JOB DESCRIPTION

Title of Position: **Pictona at Holly Hill General Manager**
Title of Coordinator: **Pictona Director**
Date Updated: **7-25-2021**
Written by: **Rainer Martens**
Exempt/Non-Exempt: **E**

JOB SUMMARY

Pictona (a blend of **pickleball** + **Daytona**) is a community center focused primarily on pickleball and other recreational activities. Pictona includes 24 pickleball courts, 8 of which are covered, a lounge, game room, locker rooms, player shop, and a restaurant called the Kitchen.

The General Manager (GM) is supervised by the Pictona Director and is responsible for carrying out the policies of the Board of Directors. The GM will ensure that all club personnel and volunteers provide a positive, welcoming attitude to all members and guests.

Above and beyond the technical skills described below, the successful GM will demonstrate superior interpersonal skills, be a good communicator, provide positive leadership, and act with integrity and honesty. The GM must be able to collaborate with multiple stakeholders in the planning and operations of Pictona. The GM must be dedicated and accountable to the mission of Pictona.

DUTIES

1. Promote membership growth.
 - a. Facilitate new membership campaigns.
 - b. Assist the Marketing Director and Board personnel in promoting membership at Pictona.
 - c. Identify potential new markets to recruit members.
 - d. Provide tours to potential new members.
2. Coordinate all employees and volunteers in carrying out their respective duties.
 - a. Hire, train, supervise, and evaluate all personnel.
 - b. Schedule all personnel to meet the demands of daily operations and special events.

- c. Recruit volunteers with the assistance of the Volunteer Coordinator to help reduce operational costs.
 - d. Develop employee job descriptions and operating manuals as needed.
 - e. Manage compensation of all employees in consultation with the Director.
3. Oversee the maintenance of the facility and its operating systems.
- a. Establish daily, weekly, and monthly maintenance schedules to ensure that the facility accommodates the members and is clean.
 - b. See that maintenance personnel complete the assigned work.
 - c. Ensure that all electronic systems are operating properly. These systems include televisions, check-in system, telephone, as well as WIFI and the internet.
 - d. See that all utilities are working properly.
 - e. Have repairs made by employed personnel when possible. Call service vendors to make repairs when needed, working within the budget of the Club.
4. Manage the business operations of Pictona.
- a. Help develop the yearly budget and see that all operations remain within the budget.
 - b. Seek approval from the Director when special situations occur that would require exceptions to the budget.
 - c. Oversee the bookkeeping system, including accounts payable, receivable, and general ledger.
 - d. Oversee the payment of invoices, accounts receivables, and payroll records.
 - e. Maintain all membership records.
 - f. Provide monthly financial reports to the Director and Board President.
 - g. Provide quarterly reports to the Holly Hill City Manager.
5. Oversee activities that are planned and coordinated by the Event Manager. Those activities include:
- a. Monitoring the court reservation system.
 - b. Developing schedules for leagues, ladders, tournaments, and other types of play.
 - c. Developing and implementing systems for special uses of the facility that involve additional fees.
6. Work jointly with the Director, to facilitate communication with the Board, Pictona personnel and members, the City of Holly Hill, and outside parties.
- a. Identify issues that need to be addressed by the Director and/or Board.

- b. Keep the Holly Hill City Manager informed about special events and updates on operations.
 - c. Work with the Marketing Director to promote Pictona.
 - d. Speak at community events and to the media about Pictona.
7. Oversee the Kitchen and its operations.
- a. Work with the Kitchen Manager in overseeing the employment of personnel and day-to-day operations.
 - b. Assist the Kitchen Manager in developing and maintaining operating systems for the Kitchen.
 - c. Monitor closely the operating budget of the Kitchen.
 - d. Work with the Kitchen Manager and Director to make adjustments in the menu and operations in order to keep food and labor costs within budget.
8. Oversee the Clubhouse operations.
- a. Staff the Welcome Desk for all hours the facility is open.
 - b. See that the Games Room is set up for the scheduled activity and that all Clubhouse spaces are clean and operational.
 - c. Cooperate with the Senior Activity Center Director in conducting activities in the SAC.
 - d. The Player Shop is coordinated by co-director Julie Martens.
9. Work with the Board and Director to develop policies and operating systems.
- a. Meet with the Board periodically to provide updates on operations.
 - b. Assist the Board in developing policies that improve operations.
 - c. Develop and maintain a Club Operational Manual.

SUPERVISORY RESPONSIBILITIES

Provide daily supervision of all employees (full and part-time) as well as volunteers, including hiring, firing, adjustments in job responsibilities, performance evaluation, and professional development.

SKILLS

- Knowledgeable about pickleball and the local community's involvement in the sport.
- Experience managing sporting facilities.
- Strong interpersonal skills with the ability to motivate employees and volunteers.
- Knowledge of basic business practices and bookkeeping.
- Knowledgeable about operating communication systems.
- Ability to multitask and manage projects independently.

- Intellectual curiosity to identify operational problems and work toward solutions.

Contact Rainer Martens, Director, to express interest in being a candidate for this position. Email: Rainer@hkusa.com