

# Crestmoor Community Association General Manager Job Posting

## **Club Information:**

Crestmoor Community Association (CCA) is a private, seasonal outdoor pool and tennis club located in the Crestmoor Park neighborhood in Denver, Colorado. Through a variety of recreational and competitive aquatics and tennis programs, as well as numerous social events, CCA offers a vibrant atmosphere and opportunities for fitness and fun in a family-oriented environment. CCA is community-based and takes pride in providing welcoming and memorable experiences for its members, guests, and employees.

## **Position Overview:**

The General Manager is responsible for the overall management and operations of CCA, including facility maintenance, human resources, financial management, member, guest, and employee satisfaction, and general administration. The General Manager position is year-round and substantially full-time during the summer season (including weekend and holiday work) with part time responsibilities during the off-season. The General Manager reports to the CCA Board of Directors.

## **General Description of Duties and Responsibilities:**

- Oversee regular maintenance of all CCA facilities, including tennis courts, pools, structures and grounds, and conduct inspections to ensure that all safety, sanitation, energy management, preventive maintenance and other standards are consistently met.
- Maintain a safe, clean, and friendly environment in the swimming pools, tennis courts, and entire CCA facility.
- Prepare annual operating and capital budgets, monitor monthly and other financial statements, and manage costs to achieve budgetary goals set by the Board of Directors.
- Hire, manage and support all CCA staff (with the exception of tennis professionals), including scheduling, new-hire training and orientation, evaluation, and performance management.
- Maintain a presence at CCA through regular working hours, periodic spot checks, check-in phone calls, and monitoring time sheets.
- Inspire and motivate team to achieve operational excellence and create culture of accountability and excellence.
- Train all staff on CCA procedures, including emergency procedures, opening and closing routines, monitoring daily facility usage, completing incident logs, health inspection checklist, pool chemical readings, cleaning duties, and an hourly walk-through protocol.
- Be familiar with and enforce all CCA rules and regulations.
- Participate actively in member relations to facilitate satisfaction and retention.
- Audit and approve weekly payroll.
- Approve all product invoices before submitting to the accounting department.
- Address member and guest complaints and advise the Board of Directors about appropriate corrective actions taken.
- Establish and maintain professional business relations with vendors and service providers.
- Administer First Aid, CPR, emergency and other safety procedures, as required.
- In conjunction with Tennis Director, Aquatics Director, and Board of Directors, set summer season calendar for social events and all CCA programs.
- Attend monthly Board of Directors meetings and maintain communication with the Board regarding CCA operations.
- Serve as an ad hoc member of appropriate CCA committees.
- Maintain CCA website and social media accounts.

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- Develop proficiency with CCA's online platforms for member communications and program registrations, effectively manage event and program registration, and maintain member database.

### **Required Skills and Qualifications:**

- Bachelor's degree
- 3-5 years' experience managing a pool or recreation facility
- Certified Pool Operator (or willingness to obtain certification)
- CPR Certification
- Certified Lifeguard Instructor
- Familiarity with tennis and aquatics programs, which are the foundation of CCA.
- Organizational focus, attention to detail, and commitment to consistent delivery at a high-level, resulting in strong member and employee satisfaction.
- Excellent organizational, communication, and public relations skills.
- Proven team building leadership qualities are desired with demonstrated ability to plan, direct, coordinate, facilitate and manage all facets of club operations.
- Strong financial acumen and accountability.
- Strong track record demonstrating effective problem-solving and solid decision-making.
- Outgoing, conversant, respectful, and diplomatic nature.
- Working knowledge of swimming pool filter systems and ability to be in the presence of swimming pool chemicals such as chlorine, acid, etc.
- Ability to be on your feet for up to 35 hours per week and lift in excess of 50lbs.

### **Compliance:**

Employees are required to conform to CCA policies and procedures, to meet CCA's expectations of high ethical and professional demeanor, and to understand the obligation to carry out responsibilities in accordance with CCA's standards, policies, procedures and governing documents.

In keeping with federal, state and local laws, CCA forbids employees to discriminate against anyone based on race, religion, color, gender, age, marital status, national origin, veteran status, disability, or any other characteristic protected by law. CCA is committed to establishing and maintaining a workplace free of discrimination and harassment. CCA is fully committed to equal employment opportunity. CCA will not tolerate unlawful discrimination in the recruitment, hiring, termination, promotion, salary treatment or any other condition of employment or career development.

The selected candidate for this position will be required to complete and sign an employment application, successfully pass a background check, and agree to an employee confidentiality agreement as a condition of employment. Further, the selected candidate will need to acknowledge that they are not restricted by any non-compete or similar employment agreement.

**Compensation:** \$30,000-\$40,000 including base salary and incentive compensation.

This is an exempt position requiring hours of work that extend beyond the traditional work hours, including evenings, holidays, and weekends that meet the demands of the seasonal nature of this position. Full time residency in the Denver metro area is highly preferred for this position.

**Please submit completed application and cover letter to [generalmanager@crestmoor.org](mailto:generalmanager@crestmoor.org).**