



RCS Hospitality Group
a new generation of hospitality management
6412 Brandon Ave. #339 Springfield, VA 22150
www.consultingRCS.com

Position Available:
MANAGING DIRECTOR
Carolinas Chapter of CMAA
Remote (Some travel required)

The **2022 CMAA Chapter of the Year**, The Carolinas Chapter of CMAA, is looking for an experienced membership and communications professional to become their next full-time Managing Director. The successful candidate must have a passion to serve, knowledge of private club operations, and possess the necessary skills for success in all areas: communication, fundraising, event planning, financial management, and leadership.

POSITION OVERVIEW

*The Managing Director is ultimately responsible for administrative and fiscal affairs of the Carolinas Chapter Club Management Association of America (CMAA) including coordination and liaison with **the five regions** as well as with Committee Chairs and Officers of the Chapter. Also acts as Managing Director for the Carolinas Club Foundation.*

The Managing Director is responsible for:

- the day-to-day operations of the Chapter, providing valuable consistency to overall Chapter management
- ensuring that the Chapter serves the needs and interests of the membership pursuant to the Carolinas Chapter CMAA Mission Statement, Bylaws, and CMAA National Bylaws
- functioning as a resource for all Chapter members, acting as an advocate for the association and for the club management profession
- organization of excellent professional education programming and social networking events
- processing membership applications, processing chapter transfer forms, and performing additional administrative duties of the chapter
- Ensuring that the programs, activities, and services of the Chapter directly benefit the members and their professional well-being

The Managing Director:

- provides strategic insight to the Board and serves as a support structure for the Board, working directly with the Board of Directors, Chapter Committee Chairpersons, and the CMAA National Headquarters
- maintains all Chapter records, property, and equipment, and ensures the chapter consistently maintains excellence in operations
- Is accountable for the efficient and accurate management of Chapter finances and working within the annual operating budgets
- works collaboratively with the Chapter Officers, Directors, Committees, and other volunteer members-at-large, and recommends strategic plans, policy updates, governing document revisions, and programs to the Board relating to all activities of the Chapter
- represents the Chapter in many areas and should display the characteristics deemed important and essential for success
- must abide by the CMAA code of ethics and, unless approved otherwise, shall remain a member (in the appropriate membership classification) in good standing of the CMAA at all times

ESSENTIAL QUALIFICATIONS

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily

- Strong organizational skills, excellent attention to detail, and the ability to multi-task
- Self-motivated and possess a proven track record of successful time management



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- Minimum of five (5) years of management experience in a membership or association management-related field, such as Business Administration, Hospitality or Resort, Communications, or Public Relations. Private club industry management experience preferred.
- Website content management experience
- Demonstrate outstanding verbal, written, and networking communication skills
- Proven writing, editing, and proofreading skills
- Ability to maintain confidentiality, professionalism, composure, and discretion
- Demonstrates transferable skills such as problem-solving, teamwork, Member service, and effective communication
- Proficient in Microsoft Word, Excel, PowerPoint, Outlook, and Office 365
- Experience with newsletter preparation and design

JOB SUMMARY: ESSENTIAL FUNCTIONS

BOARD OF DIRECTORS/COMMITTEE DUTIES:

- Provide a thorough orientation to all Board Members and assist with leadership team orientation.
- Assist the Board in the identification of strategic opportunities for the Chapter.
- Responsible for the implementation and execution of the Chapter's strategic plan
- Produce Board meeting documents to include notices and meeting agendas and distribute them to the Boards of Directors of the Chapter and the Carolinas Club Foundation, respectively
- Recommend, implement, and uphold policies established by the Board of Directors
- Perform all other duties as directed by the Board of Directors

MEMBERSHIP, VENDORS & COMMUNICATION:

- Lead the Chapter's ongoing retention efforts and membership recruitment initiatives
- Oversee all member communication; manage a communication production schedule and coordinate the production of all informational and promotional materials for the Chapter
- Maintain a strong relationship with CMAA National and ensure timely dissemination of information to members, Committees, Chairpersons, and the Boards
- Maintain an effective system of communications with other Chapter Managing Directors across the country for the sharing of information and expertise
- Serve as a representative of the Chapter to prospective members and sponsors, and to allied association partners
- Strengthen the Chapter's brand and services in the club industry and local and state communities
- Attend annual conferences of the Club Management Association of America (World Conference and LLC/Leadership Legislative Conference) to actively participate in education, as well as coordinate Chapter hospitality and related needs
- Coordinate the annual Idea Fair competition submittal at LLC and the Annual World Conference of CMAA on behalf of the Chapter working with the appointed and appropriate Committee Chairperson(s)
- All duties shall be consistent with Chapter and National bylaws

ADMINISTRATION:

- Ensure appropriate backup information systems and safeguards are in place for all of the primary assets (membership, files, computer equipment, etc.) and protection of information and intellectual property of the Carolinas Chapter
- File necessary reports as required by state, federal and local governing bodies, and as required by CMAA National



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FINANCIAL RESPONSIBILITIES:

- Present monthly financial reports to the Board of Directors
- Oversight of: billing necessary charges to all Chapter members, generate invoices, as well as collecting and depositing funds, remitting payment for all bills received, processing of all credit card transactions, and maintaining accurate record of such receipts and payments
- Maintain all financial files for tax and audit purposes; maintain all other Chapter records
- Manage the Carolinas Chapter sponsorship program and continually grow a comprehensive fundraising program that will advance the Chapter's Mission and Strategic Plan

CHAPTER EDUCATION & EVENTS: 7-10+ events per year

- Work with the Education Chair to build a strong professional development calendar that is first-class, well-rounded, relevant, and fresh for managers at all levels of their careers
- Plan and execute on all components of Chapter events; ensure proper execution and maintenance of all Chapter contracts (i.e. speaker, hotel, food & beverage, etc.)

REPORTS TO

Carolinas Chapter Chair and Carolinas Chapter Board of Directors

DIRECT REPORTS

Member Services Manager
Communications Assistant

Works closely with:

Vice Chair
Secretary-Treasurer
Carolinas Board of Directors
Carolinas Foundation Board of Directors
All Leadership Team Chairs

COMPENSATION & BENEFITS

Salary: \$110,000 annually plus bonus
Benefits: Health insurance reimbursement allotment

ASSOCIATION OVERVIEW

The Carolinas Chapter of CMAA's mission is to provide education to persons connected with the management of clubs and other associations of similar character, to promote and encourage efficient and successful club management, and to advance friendly relations among its members.

The Chapter has 400 members representing over 160 Clubs within the Carolinas. The Chapter holds numerous Chapter and Region meetings enabling its members to gain valuable education credit and networking opportunities.

Professional development is at the center of CMAA's mission. CMAA's curriculum is based on ten competency areas covering every aspect of a club manager's job. CMAA's Education Department delivers educational content in a variety of ways through five-day university-based Business Management Institute (BMI) programs, chapter-based programs, conference education, and webinars. CMAA's education programs are part of its certification program, and the Certified Club Manager (CCM) designation is the centerpiece of this program.



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