

POSITION DESCRIPTION:

Job Title: Member Services & Catering Manager

Department: Food & Beverage

Location: The Reserve Club

Reports to: Director of Member Services & Events

Supervises: Front Desk Staff

FLSA Status: Exempt, Full-Time, Year-Round, Includes Weekends & Holidays

SUMMARY:

The Member Services & Catering Manager is an integral part of creating exceptional and personalized experiences rooted in luxury service for Members and their guests. This role oversees all aspects of private parties, weddings, and catered events while providing concierge services and connecting Members to local experiences within the community. In partnership with the Director of Member Services & Events, the position also supports large Club events and collaborates across all departments to ensure an elevated, seamless, and highly attentive Member experience.

ESSENTIAL FUNCTIONS:

MEMBER EXPERIENCE & SERVICE

- Deliver an exceptional Member experience through collaboration, initiative, and personalized service.
- Maintain the highest level of confidentiality regarding Members, employees, and Club operations.
- Provide thoughtful, detail-oriented service with accuracy and efficiency.
- Embrace The Reserve's mission and create memorable experiences for Members and guests.
- Respond to Member inquiries, event requests, and concierge needs within 24 hours.
- Handle Member concerns and complaints with professionalism and tact.
- Support the Member Services Front Desk with calls, emails, reservations, and general Club inquiries as needed.
- Thrive in a fast-paced environment while maintaining an organized workspace.

EVENT PLANNING & EXECUTION

- Plan, coordinate and direct breakfasts, luncheons, golf events, dinners, weddings, private home parties, catering orders, and social functions.
- Conduct Club tours and promote Club facilities for prospective events.
- Oversee all event details from initial planning through completion while maintaining strong Member relationships.
- Coordinate entertainment, décor, menus, rentals, floral, audio-visual, invitations and RSVPs, and special requests.
- Collaborate with the Executive Chef and F&B Director on menus and beverage requests, catering requirements, and event pricing.
- Obtain permits required for special events.
- Prepare and manage Banquet Event Orders with exceptional accuracy and attention to detail.
- Create room diagrams and oversee banquet layouts and function logistics.
- Inspect event setups, greet hosts, and ensure staff are fully prepared prior to each function.
- Update event details and room setups for all departments and assist with staff scheduling as needed.
- Ensure the security of Club, Member, and guest property during events.
- Evaluate completed functions and implement improvements to enhance quality and service.
- Maintain Member and prospective client files and follow up on catering opportunities.
- Attend educational seminars and conferences when approved by budget.
- Perform competitive market research on catering and event trends.

FINANCIAL & ADMINISTRATIVE RESPONSIBILITIES

- Coordinate with Accounting to ensure accurate invoice and receipt coding, and timely monthly billing for private events.
- Review Member billing details to ensure complete accuracy.
- Serve as the primary contact for Member billing questions related to events.
- Assist with catering budgets, financial reporting, and corrective actions to meet budget goals.

MEMBER & CONCIERGE SERVICES

- Provide concierge services including transportation, tickets, dining reservations, off-property activities, babysitters and other local services, etc.
- Stay current on local events, restaurants, entertainment, and attractions for all age groups and interests.
- Produce the monthly Community Event Guide.

- Work closely with The Reserve Community Association to provide trusted local vendor and service recommendations to Members.

LEADERSHIP & OPERATIONS

- Serve as liaison between culinary, service, housekeeping, and management teams.
- Assume Manager-on-Duty responsibilities when assigned.
- Ensure compliance with housekeeping, energy conservation, safety, and Club policies.
- Attend management and committee meetings representing Member interests and operational needs.
- Lead monthly safety meetings for the Member Services department.
- Maintain inventory and dry-cleaning coordination for Member blankets and pashminas.
- Oversee the daily operations of the Member Services Front Desk, ensuring exceptional member service, efficient workflow, and consistent adherence to Club standards.
- Provide leadership and support to Member Services staff, including recruiting, onboarding, training, scheduling, payroll administration, performance management, coaching, and disciplinary actions when necessary.

COMMUNICATIONS & MEMBER MATERIALS

- Complete the annual Membership Directory in the off-season. Work closely with the Director of Membership & Marketing to maintain accurate Member contact information across multiple platforms.
- Support the Director of Membership & Marketing and Director of Member Services & Events with editing and production of newsletters, calendars, and other print and digital communications.

ADDITIONAL SUPPORT RESPONSIBILITIES

- Support the General Manager/CEO and CFO with preparation and distribution of Board packets, Town Hall materials, and other Club communications.
- Assist with special projects including communications, strategic initiatives, and bylaw revisions.
- Support staff training, professional development, and employee appreciation initiatives. Assist the Director of Human Resources in annual employee events.
- Perform additional duties as assigned to support Club operations and efficiency.

COMPETENCIES

To perform this position successfully, an individual should demonstrate the following competencies:

- **Flexibility:** Hospitality requires adaptability and a willingness to work varied schedules, including evenings, weekends, and holidays, to support Club operations and Member needs.
- **Member-Focused Mindset:** Passion for creating thoughtful experiences that exceed expectations through genuine hospitality, attention to detail, and exceptional service.
- **Problem Solving:** Ability to identify and resolve issues efficiently, exercise sound judgment, maintain confidentiality, and take ownership of solutions.
- **Interpersonal Skills:** Professional, engaging, and approachable with the ability to build strong relationships, communicate with diplomacy and tact, and remain composed in sensitive situations.
- **Oral & Written Communication:** Strong verbal and written communication skills with the ability to communicate professionally, clearly, and effectively in English.
- **Planning & Organization:** Highly organized with the ability to prioritize responsibilities, manage multiple projects simultaneously, and consistently meet deadlines.
- **Attention to Detail:** Demonstrates accuracy, thoroughness, and a commitment to maintaining the highest quality standards.
- **Adaptability:** Ability to manage changing priorities, unexpected challenges, and high-pressure situations with professionalism and composure.
- **Dependability:** Reliable, punctual, responsive to direction, and committed to continuous improvement and accountability.
- **Safety & Security Awareness:** Adheres to all safety, security, and operational procedures while properly handling equipment and materials.

QUALIFICATION STANDARDS:

Knowledge, Skill and Experience

- **Minimum Education (or substitute experience) Required:** Two or four-year college experience and/or degree.
- **Minimum Experience Required:** A minimum of four years' experience in hospitality management. Proven event experience in a high volume and fast paced environment.
- **Skills Required:** Computer experience PC and/or Apple; use of Microsoft Office: Word, Excel, Outlook, and PowerPoint. Northstar, MembersFirst, Adobe, Canva, AI/ChatGPT experience preferred.

PHYSICAL REQUIREMENTS:

- Must be able to work indoors and outdoors.
- Physical requirements include: the ability and endurance to sit, stand, keyboard, to view a monitor for extended periods, lift and carry 30 lbs.
- On a frequent basis; the ability to bend, twist, crouch and repetitive use of arms, wrists and hands in a grasping or squeezing motion; and reach above shoulder level on an occasional basis.

OTHER DUTIES:

The duties listed above are intended only as illustrations of the various aspects of the position and the types of responsibilities that may be performed. The omission of specific statements does not exclude them from the position if work is similar, related or a logical assignment to the position. The position description does not constitute an employment agreement between employer and employee and is subject to change by the employer as the needs of the employer and requirements of the position change.

SALARY RANGE: \$70,000 - \$80,000 depending on experience with commission

WE OFFER A WIDE RANGE OF BENEFITS:

- 401(k) / ROTH / Employer Match 6%
- Accident, Cancer, and Critical Illness Coverage
- Associate Special Events
- Competitive Salary and Benefits
- Flexible Spending Account
- Leadership and Professional Development
- Life Insurance
- Long-term and Short-term Disability
- Medical, Dental, & Vision Insurance
- New Hire Orientation
- Recognition & Service Awards
- Sick and Vacation