



Big Sand Lake Club is not only about a place, but about people. It is about friendships and a special place where your family can gather year after year – literally for generations. On the shore of Big Sand Lake in the beautiful north woods of Wisconsin at the border of the Nicolet and Ottawa National Forests, the Club is situated in one of the most pristine and private environments imaginable. Eagles nest on Club property, fishing abounds and trails wind through untouched woodlands This is truly a place to relax, to reconnect with yourself, your family and long-time friends.

Founded in 1891 as the Eagle River Fishing and Shooting Club, Big Sand Lake Club has evolved over more than a century to a family centered club with approximately 135 members. Original buildings on Club property were remnants of a logging camp. Eventually additional cabins and a club house were built. The original clubhouse affectionately known as the “Flop,” was destroyed by fire in 1924. In 1926, the current clubhouse or “Lodge” was completed. Some 15,000 square feet, it was at the time, the largest all log structure in the United States. Today, it remains the center of club activities. The Lodge consists of 23 guest rooms, women’s and men’s card rooms, a billiard room and a dining room where breakfast and dinner are served six days per week.

Big Sand Lake Club Manager Position

Responsibilities:

- The Manager is responsible for the day-to-day operations of Big Sand Lake Club, and reports to the Club President.
- The Manager coordinates activities with the Chairs of the following committees: Finance, Golf, Dining, House, Building & Grounds, and Sports & Pastimes.
- Although the Club is not open in the winter the General Managers position is a year round position; with the off season spent opening the Club in the spring, closing it in the fall, hiring and training personnel, and other activities.
 - Between Memorial Day weekend and August 20th there are significant time and hours required.
 - Late March until Memorial Day weekend; and a month or so after closing in late September, there are also significant time requirements. Between Nov. 1 and mid-March the time demands are sporadic.
- Create and maintain a strong employee team culture.
- Recruit, hire, train and motivate, and also terminate employees as required.
- Ensure that the employees are at all times attentive, friendly, courteous and efficient in their interactions with members, guests, management and all employees.

Big Sand Lake Club Manager Position

Responsibilities: *Continued From Other Side*

- Effectively monitor and actively lead the customer service effort
- Oversee that all employees receive orientation, training and resources necessary to ensure employee effectiveness, courtesy toward others, and continued development.
- Conduct weekly staff meetings, motivate the staff team, and control turnover.
- Manage the forecasting and inventory for the Club.
- Coordinate operations of the Club, including: front desk, reservations, dining, housekeeping, maintenance, purchasing, invoicing, and scheduling employees' daily duties to effect operational efficiency.
- Ensure complete processing of member charges daily. Create invoices upon member/guest departures, and send monthly invoice statements.
- Collect past due receivables.
- Analyze budget and control costs.
- Manages wedding clients and group clients, and take part in new member recruitment.
- Oversee the physical appearance of the property to ensure cleanliness and maintenance of the physical property through inspections and preventative maintenance programs.
- Ensures property, grounds, physical plant and work areas maintained to standard.
- Builds owner loyalty through proactive communication, setting and managing expectations and delivering solid business results.
- Resolve complaints and respond quickly to requests in a friendly manner.
- Ensure Club is in compliance with all federal, state and local laws, Including OSHA, EEOC, Wage and Hour and Health laws.
- Perform all other duties as requested.

Qualifications:

- Advantage to have experience as manger or assistant manager of a Club property, or a hospitality service company.
- Possess operational experience and a comprehensive understanding of housekeeping, front desk, and training.
- Advantage to have knowledge and skills involving renovations and managing projects.
- Working knowledge of QuickBooks, billing and accounting procedure, and ability to enter data.
- Strong motivator and leader.
- Required to work nights, weekends and holidays and be on call when necessary.
- Ability to thrive in a small town environment.

Job Type: Full Time

Job Includes:

- Salary with bonus opportunity
- Health Care benefits
- Private home provided year-round on property
- Food during season
- Gas for car
- Opportunity for spouse/partner to work during the season (depending on capabilities and the needs of the Club)

Location: Phelps, WI

Interested and qualified persons should email: BSLCmanagerposition@gmail.com