



WEXFORD GENERAL MANAGER

Established in 1983, Wexford is a vibrant HOA nestled amidst 525 acres of Lowcountry landscapes in Hilton Head, South Carolina. It is a highly acclaimed member-owned golf, tennis and boating residential community. Wexford is home to a 37-acre inland harbour with a lock system (one of only three on the east coast) with 142 boat slips, a distinctive Arnold Palmer Signature Golf Course, four hardcourt pickleball courts, and a championship tennis center with six Har-Tru clay courts and a golf and tennis pro shop. Other amenities include 24-hour gated security, two swimming pools including a dedicated children's splash pool, an outdoor pool grill and bar, a croquet lawn, a basketball court, a children's playground, miles of bike and leisure trails and an elegant clubhouse. All property owners at Wexford are members of the Wexford Yacht Club, offering reciprocity benefits with other Yachting Clubs of America. Membership at Wexford is reserved exclusively for property owners and is included with ownership. There are 460 properties in the community with the majority of members living in Wexford on a full-time basis.

Overlooking the harbour, the Clubhouse is the social center for this family-friendly and energetic community and is operational from Tuesday through Sunday. Members can enjoy lunch and dinner service. We are currently amid a \$12M major renovation project of the Clubhouse and Harbour Center which are projected to be completed in April of 2026. The golf pro shop is located inside the Clubhouse and pools are steps away. The Club is known for active social, family and sporting programs. Wexford is rated in Golfweek's Top 200 Residential Golf Courses.

CLUB METRICS AT A GLANCE

Annual Dues Revenue:	\$9 million
Total Food and Beverage Revenue:	\$1.7 million
Other Revenue:	\$3.8 million
Annual Capital Expenditures	\$1.5 million
Cash on Hand	~\$12.0 million
Total Assets	~\$53 million
Carts, Greens & Golf Shop Revenue:	\$1.1 million
Number of Golf Rounds Annually:	21,000
Employees:	~92 full time, 24 part time
Number of Board Members:	9
Total Number of Members:	460
Initiation Fee	\$70,000 (improved property) \$35,000 (lot only)

AMENITIES OVERVIEW

- 16,065 Square-foot Clubhouse *Renovated
- 18 Holes, Arnold Palmer Signature Course (Par 72: 6,913 Yards)
- Golf Pro Shop
- 6 Har-Tru Clay Courts (all Lighted)
- 4 Pickleball Courts (all Lighted)
- Tennis Pro Shop
- Newly Renovated Swimming Pool & Splash Pool
- 24-Hour Gated Security
- 37-acre Inland Harbour & Lock System
- 138 Privately Owned Docks, 142 Boat Slips
- Wexford Yacht Club
- Pontoon Boat/Pump-Out Boat/Kayaks/Paddleboards
- Croquet Lawn
- Bike & Leisure Trails
- Basketball Court & Children's Playground
- Junior Golf & Tennis Programs
- Summer Camps
- Active Social Calendar & Club Groups

POSITION SUMMARY

Reports to:	President of the Board of Directors
Supervises:	Chief Financial Officer Director of Clubhouse Operations Director of Member Services & Marketing Director of Golf Director of Tennis, Pickleball & Croquet Director of Greens & Grounds Infrastructure & Maintenance Manager Director of Security/Community Services & Compliance Harbour Master

General Manager Description

The General Manager is responsible for driving excellence and leading all operations at Wexford consistent with the strategy and policies established by the Board of Directors (Board) as well as by the By-laws and Rules and Regulations of the HOA. He/she should have an executive and dynamic presence but still be approachable and personable and comfortable engaging and communicating with a sophisticated membership. The General Manager reports to the President of the Board of Directors and will consult with the President, the Board, and/or committee chairs as appropriate on matters of significance to the Club. Other attributes include:

- A strong background (10+ years) in HOA residential or community management preferred.
- Excellent, progressive leadership and a positive image for the HOA to the membership, staff and surrounding community. He/she is “the face of Wexford”.
- Strong financial understanding with the ability to assist the CFO in building and managing annual operating/capital budgets and expenses effectively. Has positively influenced the financial standing of an operation and business overall.
- Working in concert with committee chairs to develop policies, programs, and events that maximize the HOA Member experience.
- Monitoring the quality of the HOA’s amenities and services to deliver maximum member and guest satisfaction
- Creating and maintaining an atmosphere of quality, hospitality, friendliness and goodwill.
- Track record of shaping and leading excellent food and beverage programming and operations.
- A record of success in the selection, development, training, retention and positive motivation of an accomplished, service-oriented staff in a private club environment.
- Experience reporting to a Board and navigating private club governance in general.

- Strategic planning experience.
- Experience in capital project and infrastructure oversight; from maintenance oversight to project planning and completion.

Leadership:

The General Manager should possess the following leadership skills:

- Excellent leader, coach, and motivator with the ability to work effectively at all levels of the organization with an accessible style.
- Able to act decisively, yet diplomatically.
- Business minded, forward thinking and strategic; able to gather key data to make timely recommendations to the Board to drive the operation as a successful business.
- Personally demonstrates a positive, “can do” attitude with member engagement.
- Is effective at managing their relationship and communication with the Board; understanding what is important to communicate and focus on, and what may be “below the line.” Engaged and prepared in the boardroom; able to efficiently navigate meetings and provide suggestions and options based on professional expertise.
- Be a student of the industry; able to anticipate how the Club may evolve and stay in front of industry trends, best practices and economic cycles.
- Understand and adopt relevant industry related tools, apps and website oversight.
- A strong understanding of the HOA’s infrastructure and short term and long-term maintenance requirements.
- Well-organized with a strong ability to set priorities and delegate effectively with appropriate follow-up and oversight. Proactive and a problem-solver with the ability to anticipate and resolve potential issues in a timely manner.
- Committed, with a high and visible work ethic. Has a reasonable sense of urgency around operating the Club and positively manages through stressful scenarios.

The core responsibilities for the General Manager include:

Member Services:

Ensure that members receive premier experience in all the HOA’s services and amenities including:

- Overseeing and maintaining existing first-class member services and amenities.
- Developing and promoting creative events and interesting programming that connects with the changing needs of the membership.
- Plan his/her work schedule to be visible and readily accessible to members and their guests.
- Address and resolve member issues tactfully and in a timely manner. Report policy violations and material member infractions to the Board.
- Proactively assist new members with integrating seamlessly into the Club including “meet and greet” events, a proper introduction and orientation to the Club’s facilities, governance, services, programming and staff.

HOA Management & Governance:

Responsible for the overall day-to-day operations of the HOA, including the general care and maintenance of the facility and property, and engagement with the Board on all relevant matters affecting HOA operations and member experiences.

- Delegate appropriate authority to department heads to manage their areas of responsibility.
- Participate in development and implementation of strategic planning with the Board.
- Facilitate discussion among management, the Board and committees in meetings and daily interactions.
- Keep current with existing and developing HOA trends through benchmarking and networking with other similarly situated HOA's and associations and share with the Board.
- Attend all Board meetings and key committee meetings; assign key department heads to respective functional committees as required.
- Participate in planning activities of the Club. Ensure the implementation of Club plans and programs, and proactively and effectively promote events and dining opportunities to drive member participation and satisfaction.
- Assume responsibility for all Club and HOA administrative and community relations including those relationships with homeowners as needed, local and town agencies and law enforcement. Ensure the Club and HOA comply with applicable local, state and federal laws.
- Responsible for the security of all Club and HOA assets and property.
- Develop and maintain relationships with all professional vendors to thoroughly understand their service and value to the HOA. Hold them accountable as necessary, negotiating as needed in the Club's best interest.

Communications:

Maintain ongoing dialogue and rapport with members and management team through engagement, communication, and timely promotions of Club activities.

Capital Project Management:

Lead the capital project priorities process consistent with the HOA's strategic/long-term planning and assure that infrastructure of shared community assets are kept in excellent working condition since they are critical in protecting member's property values.

Critical Success Factors

As a measure of success by the Board of Directors, the General Manager of Wexford is expected to make a positive impact on the following areas:

- Embrace the membership, management team and staff as the new leader who seeks to build genuine relationships by being visible, approachable, engaging and member focused.
- Guide the integration of the in-process \$12 million Clubhouse and Harbour Center renovation. Experience with golf course renovation projects and renovations and the integration of new amenities such as a Wellness Center and Golf Learning facility into the amenity's infrastructure of Wexford.

- Demonstrate notable improvement in the overall member experience with and through an evaluation of each department's programs and services along with the level of service and standards to identify areas of improvement and implement necessary changes to enhance the member experience. Implement effective training models that bring consistency in process and methods of high standards.
- Demonstrate effective communication skills to bring the mission and vision of the Club into the culture and standards of the Club to be known by the members and staff. Ensure all are aligned.
- Demonstrate strong fiscal management skills and judgement to maintain and continue to improve upon the Club's already positive financial standing.
- Measure employee satisfaction through utilization of annual Employee Engagement Surveys.
- Measure Member satisfaction through utilization of annual Member Engagement Survey.
- Maintain cooperative relationship with Town of Hilton Head regarding storm preparedness and other factors impacting Wexford's infrastructure.
- Partner with the Board in the design and implementation of the Club's Strategic Plan; assist in guiding that process and provide insight from previous successful Strategic Planning processes and outcomes.
- Establish departmental goals with department leaders and monitor results.
- Through excellent operational management and communication, enable the Board to focus on high-level strategy instead of day-to-day management matters.

Education and/or Experience:

- Bachelor's degree from a four-year college or university: Hospitality Management major preferred.
- Certified Club Manager (CCM) designation or in current pursuit of this designation is desirable.
- Substantial private club or hospitality industry experience with management and supervisory experience and progressive professional advancement.

Salary:

- Please submit salary requirements and history with your resume

Send Resumes along with a cover letter to RDriscoll@wexfordhiltonhead.com