



## **Executive Assistant / Office Manager**

### **CLUB HISTORY**

Highland Woods Golf & Country Club, Inc. is a premier gated golf community in Bonita Springs, established in 1995. Home to 799 residences, the Club offers exceptional amenities, including an 18-hole championship golf course, multiple dining venues, tennis courts, bocce courts, and a fitness center. Recently, the Club completed a \$9 million enhancement project, adding a Pool Café, a resort-style pool, tennis/pickleball courts, and a new Golf Shop.

### **ABOUT THE ROLE**

Highland Woods Golf & Country Club is seeking a proactive, member-focused **Executive Assistant/Office Manager** to oversee administrative operations and enhance member experiences. Reporting directly to the General Manager, this leadership role ensures efficient office management, delivers outstanding member services, and drives communication strategies that keep members informed and engaged.

### **KEY RESPONSIBILITIES**

- Lead and supervise the administrative team and front office operations to ensure efficiency and outstanding service delivery.
- Serve as the primary point of contact for member inquiries, addressing concerns with professionalism and care.
- Develop and execute effective communication strategies, including newsletters, event flyers, website updates, and email campaigns.
- Oversee member database management, maintaining accurate records and generating insightful reports.
- Streamline event registration processes to ensure a seamless experience for members.
- Manage and update the Club's website, mobile app, social media platforms, and other communication channels.
- Provide high-level administrative support to the General Manager and management team.
- Collaborate with department heads to align communication efforts with operational goals.
- Stay informed on industry trends and recommend improvements to enhance member satisfaction and operational excellence.
- Create and maintain weekly Club Planners and the monthly *Around the Woods* communications for member distribution.
- Design and distribute digital communications, including digital signage, event flyers, and club league materials.
- Oversee and manage the Fitness Center and Club operations.
- Process all membership transfers and conduct orientations for new members and seasonal transfers.
- Coordinate and assist with membership mailings for Board Meetings, Annual Meetings, and Club newsletters.



- Attend and transcribe minutes for monthly Board Meetings, Annual Meetings, and special meetings.
- Maintain and create the Club's social, golf, and dining calendar for each season.
- Serve as a liaison to the Events, House, and Communications Committees.
- Assist the Architectural Review Committee with agenda creation, application processes, and decision letters.
- Schedule and manage meeting rooms for board meetings, neighborhood associations, internal meetings, and leisure activities.

### WHAT WE'RE LOOKING FOR

- **Experience:** 5-7 years in a similar role, preferably in hospitality or private club environments.
- **Education:** A bachelor's degree in hospitality management, business administration, communications, or a related field is preferred but not required.
- **Skills:**
  - Strong leadership and team management capabilities.
  - Exceptional written and verbal communication skills.
  - Proficiency in Microsoft Office Suite (Outlook, Teams, Word, Excel, Publisher, PowerPoint).
  - Knowledge of website management, email marketing platforms, and database systems.
  - Outstanding organizational skills with a sharp eye for detail.
  - Ability to multitask and prioritize effectively in a fast-paced environment.
  - Professional appearance and demeanor.
  - Familiarity with private club operations and member-focused services is a plus.

### WHAT WE OFFER

We provide a competitive salary and a comprehensive benefits package, including:

- Employee meals and discounts
- Health, vision, and dental insurance
- Life insurance
- 401(k) with up to 6% employer match
- Performance-based bonus opportunities

### JOIN OUR TEAM

If you're passionate about providing exceptional service and thrive in a leadership role within a vibrant community, we'd love to hear from you! Please submit your resume and letter of interest to:

Mr. Jordan Kovalcik, CAM  
General Manager  
[Gm@hwgcc.com](mailto:Gm@hwgcc.com)

Highland Woods Golf & Country Club is an Equal Opportunity Employer and a drug-free workplace.