

FCSA General Manager - Job Opportunity

What organization will I be working for? Fort Clark Springs Association (FCSA) is a 2,700 acre gated resort and leisure living community bordering US Highway 90 at Brackettville, Texas. Permanent residents, Winter Texans, and visitors from all over the world embrace the historical significance and natural beauty surrounding this unique place. FCSA encompasses a residential community, golf course, fitness center, motel, campground, RV park, and the third largest, spring-fed pool in Texas. You can learn more about FCSA here: www.fortclark.com

Who will I be working with? As the General Manager (GM), you will oversee all departments and staff at FCSA. You will also coordinate and work with a large community of volunteers. The GM reports to the FCSA Board of Directors (BOD) and works with the BOD to establish and meet goals, as well as solve problems outside of daily operations.

What are the hours? This is a salaried position requiring schedule flexibility. FCSA Office Hours are Monday through Friday, 8 AM – 5 PM, however FCSA operates numerous recreational and guest facilities with extended hours. The GM also attends the once monthly Board Meetings held the third Saturday of each month at 9 AM.

What will I be doing? The GM oversees daily operations, maintenance, hospitality services, marketing, finances, and human resources for FCSA. This includes but is not limited to the management of Motel, Rentable Venues, 18-Hole Golf Course, Common Property and Grounds, Fitness Center, Disc Course, RV Park, Horse Stables, Pool, Parks and Trails, and Hunting Program.

- Manage relationships with members, volunteers, and guests ensuring a high level of service and communication.
- Provide leadership and direction to effectively manage relationships with all business partners.
- Manage and provide leadership to a combination of 60+ full-time, part-time, and seasonal employees across multiple departments.
- Develop and maintain a professional work environment free of discrimination, measured by formal and informal feedback and effective training for managers and employees.
- Work with Human Resources to manage all staffing requirements and ensure employee manuals, certifications, and reporting requirements are kept up to date.
- Be knowledgeable of state and county regulatory agency statutes as well as the FCSA documents, policies, and procedures, ensuring FCSA is kept in good standing and in compliance of all requirements.
- Develop and submit an annual operating budget in line with FCSA goals and objectives.
- Meet all deadlines for financial audits.
- Yearly, work with BOD to establish long-term goals to meet the large-scale vision for FCSA.

- Quarterly, set goals with department leads and team members, tracking and reporting on progress.
- Monthly, create a GM report, which depicts an accurate status report of the association including progress of projects and goals, and makes clear and concise recommendations to the BOD.
- Ensure property maintenance, improvement, restoration, and construction related projects are completed on time and within budget.
- Promote FCSA through positive marketing and media partnerships.
- Track and grow FCSA memberships and amenity usage.
- Work with Marketing/Communication team member(s) to develop a new member orientation program.
- Ensure dissemination of information to membership through information boards, social media pages, association newsletter, HQ Dispatch emails and/or other communication with members, as necessary.
- Monitor and facilitate timely legal action regarding collections.
- Coordinate necessary preparations for and attend all Board Meetings.
- Respond to all phone calls and correspondence in a timely, professional manner.
- Other duties assigned as necessary by FCSA's Directors.

What experience, training, and education do I need?

You must meet the minimum requirements:

- 8+ years of relevant work experience
- Proven ability to lead and manage employees across multiple departments
- Exceptional communication skills
- Experience using Microsoft Office Suite and Quickbooks Online

Preferred Experience (Not Required):

- Bachelor's degree or a combination of related certifications and additional 4 years of related work experience
- Experience using Hotel Reservation Software and/or Customer Relationship Management Software

What salary and benefits are included?

- Salary commensurate with experience
- Health Plan after 90-day probationary period

The following benefits are negotiable depending on needs of candidates:

- Annual Vacation Time
- Short-Term/Transitional Lodging

How do I apply?

Email your resume (required) to: FCSA@fortclark.com with the name of the position in the subject line.