



**Southpointe Golf Club**  
**Member Engagement and Events Manager**

**Position Summary:** As the Member Engagement and Events Manager, you will be responsible for planning, coordinating, promoting, executing, and managing the club's social activities and private banquet events. Your role will enhance member satisfaction, foster community, and support membership retention. You will work closely with the Managing Director and Private Events Director, leading staff and overseeing all aspects of event planning—from concept to execution—including both member-focused social programs and private events hosted at the club.

**Key Responsibilities Include (But Are Not Limited To):**

**General:**

- Manage all food and beverage services within the club, including daily banquet and member events, and assist with a la carte services as needed.
- Train, develop, and supervise front-of-house service staff, ensuring proper use of the POS system for efficiency and accuracy.
- Ensure compliance with all mandated training programs, club policies, and federal, state, and local regulations.
- Oversee Restaurant(s), Banquets, Events, and Catering offerings to achieve member satisfaction and meet financial goals.
- Enforce service standards, dress code, and conduct policies while maintaining cleanliness, organization, and presentation in all dining and banquet areas.

**Event Planning and Execution:**

- Plan and execute social, recreational, and educational events, as well as private banquet events, ranging from small-scale gatherings to large club-wide functions.
- Oversee event set-ups and breakdowns, review Banquet Event Orders (BEOs), and ensure proper room arrangements, table assignments, linens, and décor.
- Hire and manage entertainers for private and club events.
- Serve as a liaison for clients during events, ensuring exceptional service standards.
- Plan and coordinate classes, educational programs, and children's activities for members.



**Member Engagement and Communication:**

- Develop and promote the club's social calendar and events to generate interest and participation as needed.
- Follow up with new members to enhance engagement and contact previous event participants to encourage involvement.

**Administrative and Operational Support:**

- Assist with event registration, reservations, table assignments, billing, and timely submission of information to the Accounting Department.
- Monitor budgets, pricing, and billing with the Accounting Department to meet financial goals.
- Participate in staff and management meetings and assist with other assignments as directed by the Managing Director and Private Events Director.

**Staff Oversight and Leadership:**

- Inspect banquet and waitstaff uniforms and performance to maintain 5-star service standards; assist waitstaff as necessary in daily tasks.
- Lead tours of the facility in the absence of the Private Events Director or Managing Director.
- Assist in onboarding and training new staff members, including event-specific training.

**Licenses and Special Requirements:**

- Full knowledge of club menus and POS systems; training provided for club and banquet event planning.
- Ability to manage service staff.

**Physical Demands and Work Environment:**

- Must be able to stand for prolonged periods, lift up to 30 pounds, and stoop or kneel as needed.
- Visual acuity sufficient to review event details, BEOs, and computer screens.
- Ability to work flexible hours, including nights, weekends, and holidays, based on event schedules.

**Skills and Competencies:**

- Exceptional organizational and multitasking abilities.
- Strong interpersonal, leadership, and communication skills.
- Ability to provide outstanding guest service and maintain a positive, professional demeanor.
- Strong attention to detail and ability to manage multiple priorities simultaneously.
- Ability to take constructive feedback and continuously improve performance.

**PLEASE SUBMIT YOUR RESUME AND COVER LETTER TO LAUREN MITCHELL AT [LMITCHELL@SOUTHPOINTEGOLFCLUB.COM](mailto:LMITCHELL@SOUTHPOINTEGOLFCLUB.COM)**