

**POSITION OVERVIEW:**

The Trilogy Lifestyle & Wellness Director is responsible and accountable for the proactive leadership, direction, and supervision for all lifestyle programs, including strategic program planning and budget creation, scheduling, and implementing activities in specific program areas. The incumbent also oversees the daily operation of the Wellness Center and concierge including strategic planning for marketing and sales, hiring, training and supervising staff, processing payroll and facility management and maintenance. This position reports to the Club General Manager.

**KEY RESPONSIBILITIES:**

- Communicate the core values and mission of BlueStar Resort & Golf (BSRG) to support the achievement of company goals.
- Create a comprehensive member program that includes monthly activities and events for recreation, enrichment, creative expression, and travel. BSRG proprietary programs include Explore 52, Explore 360, and Club Connect.
- Oversee daily operations of the facility with emphasis on guest service, cleanliness, safety, fiscal responsibility (i.e. staffing, payroll, expenses, and revenue generation), team guidance, and support for the BSRG vision.
- Host Club events and activities, and conduct satisfaction surveys for all events.
- Create strategic partnerships with the Shea Community Representatives to share information and create engaging lifestyle events to showcase the Trilogy lifestyle and attract new buyers.
- Manages and oversees concierge team and direct work as needed.
- Create open communication with members to share ideas.
- Support the budget creation process and monitor the budget to assure revenues and expenses are meeting the department's financial goals; coach team members in creating their program budgets.
- Update the member website, My Trilogy Life, and social media, daily to maintain all community activity and event information.
- Contribute to #MyTrilogyLife magazine.
- Provide a menu of activities, outside of club activities, for member participation.
- Other duties and responsibilities may be assigned.

**PERSONAL ATTRIBUTES:**

- Must be highly customer oriented and responsive with high need for closure.
- Able to work under pressure and balance multiple priorities and assignments.
- Strong team-building skills including the ability to lead, cooperate, and motivate.
- Must be role model and able to live our BlueStar core values:
  - Honesty and Integrity
  - Respect for the Individual
  - Teamwork
  - Competitive Spirit

**MINIMUM REQUIREMENTS / QUALIFICATIONS / SKILLS:**

- Bachelor's degree preferred, or the equivalent combination of education and professional experience.
- Two years' experience in event planning and budgeting preferred; experience in the hospitality industry a plus.
- Experience in Recreation Management or Hospitality Management preferred.
- Background in hospitality industry, travel industry and/or Spa & Wellness Industry required.
- Experience working in a Homeowners Association (HOA) preferred.
- Knowledge of the home building and real estate industries a plus.
- Current First Aid, CPR/AED certification, and other safety certifications, as required by the Club.

- Computer literate with knowledge of Microsoft Office and proficiency in Excel.
- Ability to read, analyze, and interpret general business periodicals, professional journals, technical procedures, or governmental regulations.
- Ability to write reports, business correspondence, and procedure manuals.
- Ability to speak effectively before groups of customers or team members.
- Must possess basic computational ability as well as budgetary analysis.
- Must have excellent analytical, organizational, and written and verbal communication skills, with an ability to respond to the needs and requests of staff members, guests, and the community association.
- Must have strategic planning, change management, problem-solving, decision-making, delegation, time management, supervisory and employee development skills.
- Must demonstrate initiative, with an ability to think, work, solve practical problems, and make independent decisions based on sound judgment.
- Must be comfortable working in a fast-paced environment where continuous improvement is expected.
- This position requires a flexible schedule, to include evenings and weekends.
- Valid driver's license is required.

### **WORK ENVIRONMENT:**

This position generally operates in a professional indoor office environment, but may have some exposure to outdoor weather conditions, and occasionally native wildlife, when on the grounds of the facility or attending outdoor events. There is routine use of standard office equipment, such as computers, phones, copy and fax machines. The noise level in the work environment is usually moderate.

### **PHYSICAL DEMANDS:**

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job.

While performing the duties of this job, the employee is regularly required to speak and hear; sit, stand and walk (occasionally for an extended period), use hands to fingers, handle or feel, bend, and reach with hands and arms. The employee must be able to occasionally lift and/or move up to 20 pounds.

### **TRAVEL:**

This position may require up to 20% travel. The Director, Lifestyle & Wellness regularly travels locally to attend activities and events, with occasional overnight travel.

**BLUESTAR RESORT & GOLF IS AN EQUAL OPPORTUNITY EMPLOYER**