



FALMOUTH YACHT CLUB

GENERAL MANAGER/COO OPPORTUNITY

About the Club:

For over three generations, Falmouth Yacht Club has provided an exceptional member experience by combining our premier oceanfront location with excellent services, facilities, and programs.

Originally established in 1946 by a small group of sailing enthusiasts, FYC has resided on the shores of Falmouth Harbor and Vineyard Sound, evolving into an unmatched location for beaching, boating, waterfront sports and clubhouse activities.

The club is very committed to its Falmouth roots and serving its over 400 count member community. Fiscally responsible and open minded while focusing on smart and steady growth, FYC recently completed a \$2 million dollar renovation of its facility, providing a warm and inviting oceanfront destination for its membership.

Some facts about FYC:

- 430 Member individuals or families
- Private Member owned Club (501c7)
- \$1.1 Million in annual Food and Beverage sales
- 80% A la Carte / 20% Function Sales
- 90-seat restaurant / 30-seat Bar / Deck Dining in season additional 50 seats
- Seasonal Beach Snack Bar from mid-June to Labor Day.
- The club is open 6 days per week from Memorial Day through September offering Lunch & Dinner. The shoulder seasons are open Friday-Sundays (January – Club closed)

Position Overview:

This is an extraordinary opportunity for an experienced executive who enjoys the excitement of a newly minted facility that has fused with decades old loyalty and affection from its constituents. This General Manager will serve as Chief Operating Officer of the club and is responsible for the day-to day operations and achievement of objectives and policies as defined by the Board of Governors. Reporting directly to the Commodore (who chairs the Board of Governors) the GM will provide leadership, guidance, and motivation to the department managers and employees, will develop operating policies and procedures, to create and maintain a successful enterprise which will result in a profitable balance sheet. As well, he/she will monitor the quality of the club's products and services and insure maximum member and guest satisfaction. In concert with the Commodore, the GM will create short- and long-term objectives and assure the adequacy of strategic, operational, and financial plans. As well, the GM will develop and implement successful business programs which will support the financial growth of the club.

The General Manager will have strong relationships with members of the Board of Governors, members, guests, internal managers, staff, community leaders, government, and industry. Integrity, openness, vision, innovation, good judgement, and decision-making abilities, as well as empathy to all, will be critical factors of success. Excellent communication skills are a priority.

This is a year-round position. Salary will be commensurate with qualifications and experience, including a competitive bonus and benefits package. Employment eligibility verification and outstanding references will be required.

Position Responsibilities (including but not limited to):

Physical Scope

- Manage office, kitchen, beach, bar, dining, and waterfront staff. This includes performance reviews, hiring/firing, schedule, and payroll management.
- Ensure food and beverage management are exceptional in hospitality and service.

- Oversee the care and maintenance and repair of the club facility – clubhouse, docks, waterfront, and equipment.
- High visibility to staff and membership in a professional manner.
- Design and marketing of profitable off-season event rental programs.

Internal Controls

- Oversees the development of operating policies and procedures.
- Recommends policies and procedures and a general operating philosophy to the Board of Governors.
- Ensures that measures are taken to correct unsatisfactory results.
- Apprises the Board of trends, changing circumstances and unexpected occurrences that could result in strategy adjustments.
- Adheres to all policies and procedures, applicable laws, and regulations.
- Promotes a compliance culture – ethics, conduct, and safety.
- Reports member infractions to the Board for action.

Human Capital Management

- Fosters an environment conducive to high morale, dedication, and performance.
- Establishes standards for staff – coaches and critiques to those standards.
- Coordinates appropriate staffing levels to ensure an excellent level of service.
- In conjunction with the department supervisors, establishes employee rules and regulations, work schedules, internal controls and a performance appraisal system.
- Establishes a basic personnel policy; initiates and monitors policies relating to personnel actions and training and professional development programs.
- Consistently assures that the club is operated in accordance with all applicable local, state and federal laws.
- Ensures that all staff are properly trained and cross-trained.
- Develops employee compensation maps.
- Promotes an ethical and respectful workplace through leading by example.
- Continuous improvement efforts to ensure ever increasing levels of member and employee satisfaction.

Operations Management

- Coordinates the marketing and member-relations programs to promote the club’s services and facilities to present and potential members.
- Ensures the highest standards for food, beverage, sports and recreation, entertainment, and other club services.
- Works with subordinate department heads to schedule, supervise and direct the work of all club employees; confers with them about personnel-related matters including compensation, job changes and performance evaluation.
- Properly manages all aspects of the club’s activities to ensure and maintain the quality of products and services provided by the club.
- Coordinates as necessary arrangements for public functions and social gatherings including seating according to protocol and special courtesies extended to members and guests.
- Handles emergencies such as fires, accidents and breaches of security or house rules promptly and in person. Emphasizes prevention through training, inspection, and preventive enforcement.
- Secures and protects the club’s assets, including intellectual property and brand, and enhances the brand equity.
- Convenes and presides over meetings with departmental managers; conducts all-facility personnel meetings.
- Gives direction to and works closely with vendors, outside contractors, firms, and individuals providing services to the club.
- Directs the writing and publishing of the club website and newsletter and plans for intra-club public relations.
- Maintains relations with local, state, and national associations that relate to club activities.

Finance

- Proactively monitors the club’s financial results to ensure accuracy and completeness.
- Ensures timely accounts payable and receivable.
- Manage all aspects of the Jonas financial system including POS, events module, general ledger, and financial reporting.

Board of Governors and Committees

- Participates and reports at monthly Board of Governors meetings, as well as committees as required.
- Works closely with the Commodore and Flag Officers in all matters dealing with FYC strategy and member relations.
- Understands the role of the Board of Governors, where the Board establishes strategic direction and performs oversight. Develops a working relationship and fosters positive communication with all Board members.

Candidate Education and Work Experience:

- Bachelor's degree or equivalent in a related hospitality field.
- Seasoned professional with a minimum of 5 – 10 years of experience, with at least 5 years in a management role in a membership/customer driven organization.
- Strong character and high ethical values
- Driven leader with a strategic and visionary mindset.
- Excellent leadership, management, supervisory, customer service and interpersonal skills.
- Professionalism, diplomacy and tact to optimize a positive club image to all.
- Demonstrated ability to work collaboratively with a Board structure.
- Integrates well with all levels of employees.
- Excellent verbal and written communication and presentation skills.
- Proficient computer skills. Jonas experience a plus.
- Experience with Food and Beverage management strongly preferred.

How To Apply:

All questions, cover letter and resume should be forwarded to Stephen Kohr, CCM at gm@falmouthyachtclub.com.