

## POSITION DESCRIPTION

General Manager

## CLUB SUMMARY

This Boston Yacht Club (BYC) is one of the oldest yacht clubs in the country, originally founded in 1866. The club is located in the old town section of Marblehead, MA with direct waterfront access and dining on the beautiful Marblehead harbor. The BYC has a strong commitment to sailing and boating including teaching children and adults to sail, hosting regattas such as the prestigious Marblehead to Halifax Ocean Race, power boating, and an active charter club program. The club has a vibrant waterfront all year long, including an extensive launch service in the summer bringing members to and from their boats seven days per week, two operating cranes and a winter sailboat racing program.

The BYC also has three a la carte dining venues including the Commodore's Lounge Dining Room and Bar with seating for 90, the first floor covered porch with seating for 48, and the casual outdoor Gazebo Grille & Bar with seating for 70. With close to 500 members, the club dining stays busy throughout the year only closing for the first 3 weeks in January. The club also hosts many private functions, sailing events and social events with a total Food & Beverage operation of approximately \$1.4M.

The club also operates a hotel service for members, guests, and visiting yachtsmen with 13 rooms available from late April through December each year.

## JOB SUMMARY

The General Manager serves as the Chief Operating Officer for the club. A year-round operation, the BYC is known for its casual and friendly environment. Just large enough to have a significant presence in Marblehead and the boating community, but small enough for the employees to know the members by name.

The General Manager manages all aspects of the club including its activities and the relationships between the club and its Board of Trustees, members, guests, employees, community, government and industry. Coordinates and administers the club's policies as defined by its Board. Develops operating policies and procedures and directs the work of all department managers. Implements and monitors the budget, monitors the quality of the club's products and services, and ensures maximum member and guest satisfaction. This includes instilling a positive atmosphere within the whole staff in line with the club's mission of being a fun and friendly club. Secures and protects the club's assets, including facilities and equipment.

## CANDIDATE KEY ATTRIBUTES

The successful candidate will:

- Be a natural “hands-on” leader with strong communication and problem-solving skills
- Bring a forward facing energy and enthusiasm to their role as they interact with members, guests and staff
- Have a track record of developing successful teams and delivering high quality services
- Be a strategic thought partner to the Board and committees with an understanding of club trends and benchmarks
- Possess a strong financial acumen in budgeting, operational management, and capital planning
- Be able to manage the maintenance/improvement of the club’s facilities including capital projects and all technology infrastructure

## JOB TASKS (DUTIES)

1. Implements general policies established by the Board; directs their administration and execution.
2. Plans, develops and approves specific operational policies, programs, procedures and methods in concert with general policies.
3. Coordinates the development of the club's short-term business plans and participates on long-range planning initiatives.
4. Develops, maintains and administers a sound organizational plan; initiates improvements as necessary.
5. Establishes a basic personnel policy; initiates and monitors policies relating to personnel actions and training and professional development programs.
6. Maintains membership with professional associations, attends conferences, workshops and meetings to keep abreast of current information and developments in the field.
7. Coordinates, in conjunction with Finance Committee, the development of operating and capital budgets according to the budget calendar; monitors monthly and other financial statements for the club; takes effective corrective action as required.

8. Coordinates and serves as ex-officio member of appropriate club committees.
9. Welcomes new club members; "meets and greets" all club members as practical during their visits to the club.
10. Provides advice and recommendations to the Commodore and committees about construction, alterations, maintenance, materials, supplies, equipment and services not provided in approved plans and/or budgets.
11. Consistently ensures that the club is operated in accordance with all applicable local, state and federal laws.
12. Oversees the care and maintenance of all the club's physical assets and facilities.
13. Coordinates the marketing and membership relations programs to promote the club's services and facilities to members.
14. Ensures the highest standards for food, beverage, sports and recreation, entertainment and other club services.
15. Establishes and monitors compliance with purchasing policies and procedures.
16. Reviews and initiates programs, in conjunction with Social Committee, to provide members with a variety of popular events.
17. Responsible for execution of club's Social media strategy
18. Works with subordinate department heads to schedule, supervise and direct the work of all employees.
19. Attends meetings of the club's Board of Trustees.
20. Participates in outside activities that are judged as appropriate and approved by the Board to enhance the prestige of the club; broadens the scope of the club's operation by fulfilling the public obligations of the club as a participating member of the community.

## QUALIFICATIONS

The ideal candidate will have at least 5-7 years of progressive management experience in an upscale hospitality environment with a strong preference for private club experience. Having the Certified Club Manager (CCM) certification and/or prior experience at a yacht club is desired but not required. Assistant General Managers and Clubhouse Managers are welcome to apply.

Any successful candidate will have a demonstrated history of building great teams and positive work culture; firm understanding of budgeting and financial forecasting; ability to plan strategically and problem-solve; strong food & beverage background; excellent communication and collaboration skills; basic understanding of capital planning and project implementation; building & IT maintenance and repair; and the commitment to continuous growth for themselves, their staff and the club.

### REPORTS TO

Commodore and Board of Trustees

### SUPERVISES

Food and Beverage Director; Controller; Executive Chef; Front Desk Manager; Dock Master; Maintenance Staff; Parking Staff

### STATUS

Full-time, Annual, Exempt

### APPLICATIONS

Interested candidates should send an updated resume and cover letter to [generalmanager@bostonyc.org](mailto:generalmanager@bostonyc.org)