

Falmouth Yacht Club

General Manager Job Description

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.

Established in 1946 by a small group of sailing enthusiasts, FYC has resided on the shores of Falmouth Harbor and Vineyard Sound, offering an unmatched location for 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 conservative while focusing on smart growth, FYC is poised to launch and embrace its recently developed Clubhouse Renovation project for 2023 – 25.

Position Scope:

The General Manager is responsible for the day-to day operations of the club, and achievement of its objectives as defined by the Board of Governors. This is a year round position. Reporting directly to the Commodore (who chairs the Board of Governors) the GM will provide leadership, guidance, and motivation to the employees, creating and maintaining a successful enterprise which will result in a profitable balance sheet. 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, internal managers, and community leaders. 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.

Salary will be commensurate with qualifications and experience, including a competitive bonus and benefits package. Employment eligibility verification and outstanding references 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 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.
- Adheres to all policies and procedures, applicable laws, and regulations.
- Promotes a compliance culture – ethics, conduct, and safety.

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.
- Ensures that all staff are properly trained and cross-trained.
- Develops employee compensation maps and career development plans.
- Promotes an ethical and respectful workplace through leading by example.
- Continuous improvement efforts to ensure ever increasing levels of member and employee satisfaction.

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.

Position Responsibilities (including but not limited to – cont'd):

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:

- Bachelors 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 a preference.

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All resumes and questions should be forwarded to Kate Killory, Commodore, Falmouth Yacht Club.

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