

Candidate Profile

Job Title

General Manager
Carlouel Yacht Club
Clearwater Beach, Florida



The Organization

Situated between the white sand beaches of the Gulf of Mexico and the Intracoastal Waterway on Florida's west coast, Carlouel is a private, full-service, family-oriented club dedicated to providing our members with superb dining, recreational activities, and a vibrant social atmosphere. Carlouel is the ideal location for families to explore the beach, dine on fresh-caught local fish or lounge in the shade of the poolside cabanas. It not only offers unparalleled sunset views over the Gulf, but also the opportunity to explore the natural habitat of Caladesi Island State Park, consistently voted one of the most beautiful beaches in the country. Stroll down Carlouel's boardwalk to the only private beach in Clearwater, or unwind at our fire pits overlooking the bay. At Carlouel, our emphasis is on recreation and relaxation.

Established in 1934, Carlouel's "Old Florida" charm provides modern-day amenities. Members enjoy the tropical setting of the beach, two outdoor pools, two Har-Tru tennis courts, and Carlouel's dockage on the Intracoastal. Whether it's fine dining or a casual night out, our executive chef delivers unforgettable cuisine. Pull up your boat after a day of fishing and have our kitchen prepare your fresh catch of the day. Carlouel is a family beach club unlike any other, with recreational activities to keep every member of your family busy, and most importantly - having a great time.

Carlouel, founded in 1934 but not incorporated until later years, was the first of its kind in the area.

When the issue of naming the Club was discussed, it was easily solved by combining the first syllables of the names of the founders' wives - Caroline Hobart, Louise Palmer, and Eleanor Randolph. The Club was thus named Car-lou-el.

Over the years, membership has grown to approximately 400 active members. It was not until 1954 that Carlouel functioned twelve months of the year. Prior to that time, it was open for the winter months only. However, dances, picnics and great camaraderie were evident during World War II. While the Club was not officially open, members frequently hosted dinners and parties doing all the work themselves. In the beginning, Carlouel was active as a yacht club, but the closing of the Caladesi Pass after Hurricane Elena in 1985, along with the dredging for Island Estates to the southeast, made access to the waterways difficult.

In the mid-1950s, a fire destroyed part of the Carlouel's original structure. During the reconstruction, the decor changed from casual to a more formal appearance. Later improvements included enclosing the bay front terrace, adding the Palmer Room, building a sea wall, rogue court, swimming pool, tennis courts, and additional cabanas. The short-course Olympic pool was added in 1962.

Position Summary

The General Manager of Carlouel Yacht Club will need to be a visible and accessible leader to both the members and staff alike. The General Manager will guide all club operations under the direction of the Board of Directors. The General Manager will act as the leader, mentor and liaison between all Department Heads and Committees. He/she will be held accountable for all areas of the club and will enable the Board to avoid the short-term focus that is the staff's responsibility allowing the Board to focus on proper governance.

Liaison to: All the Club's Standing Committees and Committee Chairpersons.

Direct Reports include:

Controller	Aquatics & Recreation Director
Executive Chef	Membership & Marketing Director
Assistant Managers	Special Events Coordinator
Building Engineer	

The General Manager must display an “owner’s mentality”, a clear presence and understating of CEO qualities and the ability to articulate vision and strategy to lead the club strategically. The General Manager will work towards making Carlouel Yacht Club into a social and recreational destination club for its members and their guests.

Responsibilities

- The oversight of the work of all Department Heads and Managers. In coordination with Department Heads, the recruitment, hiring, training, supervision and timely evaluation of all the club’s staff. Compensation and benefits are to be administered consistently and must fall within the guidelines as mandated by the annual budget and club policy. The General Manager will directly and through Department Heads emphasize a “member first” service culture that ensures member patronage and maximizes the use of the club’s facilities. The General Manager is expected to “set the pace” for all employees and to actively promote a positive and safe work environment where teamwork and cooperation are emphasized.
- Responsibility for the financial guidance and reporting for all club operations in accordance with acceptable accounting procedures. Such duties will involve the formulation of the club’s annual operating and capital budgets to be coordinated with the Finance Committee, the Controller and Department Heads. The General Manager will operate the club in accordance with the approved budgets and with the Controller report the club’s financial condition to the Board monthly.
- The active promotion of the club to all members and their families. The General Manager is expected to be a “presence” at the club and interact with members daily; actively soliciting member opinions and input as to the club’s facilities and services. Visibility and accessibility are paramount. The General Manager will respond to member complaints in a timely fashion and report significant issues to the Commodore.
- Possess a working knowledge of all facets of private club operations with emphasis on food and beverage services, beach operations & service, membership growth, staff mentoring and training, and the ability to drive member usage through program development.
- Demonstrate a reputation as an active and visible club leader, exhibiting a casual yet professional image and responsive to member needs and feedback.
- The positive representation of the club in the Clearwater Beach/Tampa Community; assisting as needed in the recruitment, orientation and retention of new and existing members.
- Ability and desire to “grow” the membership over time, and work closely with the Board to accomplish.
- Other duties as requested by the Commodore & Board

Requirements

The General Manager will be the consummate professional; well versed in all facets of club administration. He or she will have the following skills and attributes. Attributes to include:

- A minimum of five years as a General Manager, Assistant General Manager or Clubhouse Manager in a traditional, comparable private club setting. Candidates will have a working knowledge of all facets of private club operations with a strong emphasis on food and beverage, financial management and staff recruitment and development. Candidates with prior experience in traditional, family oriented clubs are preferred.
- Yacht Club or Beach Club experience is preferred
- A Hospitality, Business Management or related degree is preferred
- CCM designation is a plus
- An outgoing and friendly personality with a high potential to identify with and embrace the club’s culture.
- Leadership skills with the ability to motivate both a veteran staff as well as young professionals with a commitment to quality and excellence.
- Highly energetic...a self-starter with a “hands-on” approach to management. Loves connecting with people.
- Excellent communication skills at all levels.
- A strong sense of service with proven staff development and training skills.

- Attention to detail with a sense of urgency.
- The ability to function in a Committee oriented environment; to respond to the ideas and energies of the club's Standing Committees. The ability to deal with a variety of personalities.
- The ability to see the "big picture" but also to have a critical eye for detail.
- A career path marked with a logical progression of title and responsibility, stability of tenure and accomplishment.
- The reputation as an effective and visible leader; exhibiting maturity, a positive image and disposition and superior communication and "people" skills.
- The ability to attract, train, mentor and retain a talented and cohesive staff; able to effectively manage a diverse staff of accomplished and dedicated professionals who have faithfully served the club for many year
- Impeccable and verifiable references. All candidates will be subject to a thorough background review and must have an excellent credit record.

Compensation and Benefits

- A base salary and annual performance bonus
- An excellent family health insurance in accordance with club policy
- Participation in the club's 401K Plan
- A full CMAA package to include dues and education expenses: to be determined in each year's operating budget.
- Standard benefits
- Relocation assistance

Professionals who meet or exceed the established criteria are encouraged to contact:

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