

Candidate Profile

Clubhouse Manager
Milwaukee Yacht Club
Milwaukee, Wisconsin
www.milwaukeeyc.com



Reports to: General Manager / COO

Organization

The highly regarded Milwaukee Yacht Club, located on the beautiful Milwaukee, Wisconsin lakefront is seeking a passionate, energetic, and engaging leader to be the next Clubhouse Manager (CM).

The Milwaukee Yacht Club celebrated its 150th anniversary in 2021 and is the oldest premier yacht club on Lake Michigan. Located in the scenic heart of McKinley Marina, our Club welcomes passionate boaters and anyone who loves the lakeshore lifestyle. We are a year-round destination offering sailing, boating, dining, and events. MYC is the perfect site for private parties, weddings, and business meetings.

Milwaukee Yacht Club has more than 300 memberships and an exciting and aggressive seasonal Food and Beverage schedule with weddings, member events, and meetings. Gross revenues are about \$2.5M with Food and Beverage revenue of just under \$1M. Please see the Club video by clicking the link below:

https://youtu.be/pV_8tt0IO8I

Position Description

The Clubhouse Manager is responsible for all administrative and operational aspects of the Club's food and beverage, private events, and facility maintenance. This position primarily oversees service and bar hiring and training, plus the entire event booking process from the initial inquiry and property tour, through to execution, event billing, and post-event follow-up. A la carte dining and event planning for member-sponsored events, as well as Club sponsored events, is the responsibility of this position. This position reports to the General Manager and in consort with the Executive Chef. Direct reports include the Bar Manager, all service and bar staff, and housekeeping.

The Club is seeking a proven leader whose executive presence will guide the Club with an immediate impact on Clubhouse and Food and Beverage operations resulting in a direct change to a member-centric service culture. The key role of the CM is to provide cohesive and collaborative leadership to the tenured staff allowing the GM/COO to give strategic leadership to the Board while avoiding the short-term focus of the day-to-day operations which is defined as the CM's responsibility.

Responsibilities

The Clubhouse Manager will provide leadership to the Club management team while maintaining and improving the standard of service excellence. The key requirements are:

- Demonstrate a reputation as an active and visible service leader; exhibit a polished image with superior communication

skills.

- Train, mentor, and develop staff into an efficient and cohesive team. Team building and the professional development of service, culinary, and maintenance staff is a critical function of this position.
- Develop and oversee Food and Beverage policies to ensure member services are at the highest levels. This includes managing labor, food and beverage costs, and other operational ratios ensuring the balance of fiscal management and member expectations are in line.
- Proper evaluation of compensation, benefits, and timely reviews of the staff, which must be applied consistently to Club policy and fall within the guidelines as mandated by the annual budget.
- Develop a world-class wine and craft beer program which will transform the Club into a destination rather than an amenity.
- Develop and oversee a consistent engaging training program for direct reports and line staff with an emphasis on member experience.

Requirements

- Candidates will have a working knowledge of private club operations with a strong emphasis on:
 - Food and Beverage management with the ability to embrace new culinary trends in the club dining environment.
 - Financial management with best practices development.
 - Digital communications designed to make the club a leader in technology.
 - Club staff development, which will transform the existing service culture into a more member-centric environment.
 - A passion for this industry and an eagerness to learn and grow into the next level of club management.
- A Hospitality, Business Management, or related degree is preferred.
- Continued education in CMAA along with evidence of working towards the CCM designation.
- A clear and steady path of career advancement including three to five years as a Clubhouse Manager, Director of Operations, or Senior Director of Food and Beverage at a private club, catering venue, or hotel.
- Excellent communication skills, personable demeanor, excellent service and team-building skills.
- Strong member relations and member engagement skills.
- Impeccable and verifiable references, including past employers and mentors. All candidates will be subject to a thorough background review and testing.

Competitive Compensation & Benefits

A competitive base salary and annual performance bonus

- 401k
- Individual and family health insurance
- CMAA dues and education
- Relocation assistance

Individuals who meet or exceed the established criteria detailed in this position profile are encouraged to submit their resumes to:

GSI Executive Search
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314-854-1321