

Candidate Profile

General Manager
Seattle Yacht Club
Seattle, Washington
www.seattleyachtclub.org



Organization

Founded in 1892, the Seattle Yacht Club (SYC) is one of the country's most active, long-established, and well-known yacht and boating clubs. It is home to about 2,800 memberships, along with joint memberships, for a total of about 4,800 members, served by over 50 full and part-time staff. The Club offers an outstanding group of properties for use by members ranging from the historic main station on Portage Bay to several outstations located along the Salish Sea shorelines of Washington and British Columbia.

The Club provides food and beverage services at the main station in two restaurants, serving about 40,000 meals to members and guests annually. Additionally, it provides banquet services and is especially popular for weddings and special events on its historic grounds. SYC is the lead participant and host for the annual Spring Opening Day boat parade and events on the Montlake Cut. It hosts a world class sailing program, children and young adult programs and special member programs that provide amenities and member benefits for all to enjoy.

Seattle Yacht Club hosts 250 slips in its main station marina; has room for almost 200 boats at its 10 outstations with over 18,000 boat nights occurring annually on 82,400 square feet of dock space; owns 42 buildings with an asset replacement cost in the \$45M range; has an annual operating budget in the \$11M range; and has an annual capital budget of about \$800,000. SYC is financially sound, with no debt, significant capital reserves for major maintenance and asset replacement, low member dues, and has endured the COVID downturn successfully, with growth in memberships over the last 18 months.

Position Overview

Reporting to the Commodore, the General Manager (GM) implements the Club's policies and strategies as defined by the fourteen-member Board of Trustees. The GM is responsible for leading and directing all day-to-day and long-term activities associated with the Club. As a private club, the GM must balance the needs for membership service expectations with the financial and operational goals of SYC.

Responsibilities

- Effectively manage and oversee Club Operations. Senior Managers who report directly to the GM include the Controller, Food and Beverage Director, Facilities Director, Sailing Director, Membership Director, Member Services Manager, and Executive Chef. The Senior Managers are responsible for the day-to-day activities and processes. Although the GM will rely on the Senior Managers to operate the daily activities, the GM is ultimately responsible for overall performance metrics and service. Create and manage the annual performance goals and results for Senior Managers.
- Set the standard for effective management, maintaining a high level of ethics, prudence, creativity, productivity, and demonstrating a concern for the supervision and development of the staff.
- Initiate directly and through department managers the emphasis of a member-first service culture that ensures tradition, member patronage, and maximizes the use of the Club's facilities.

- Actively engage in the recruitment, hiring and development of all personnel. This includes developing and building a team that supports one another in delivering services and programs and is focused on providing excellent service to members through ownership and initiative of their areas of expertise.
- Manage the development, implementation and ongoing monitoring of the annual operating and capital budgets and the Club's overall financial results. Manage costs and revenues and be accountable for progress against annual and short-term financial and operational goals.
- Maintain effective communication with the Commodores on Club operations, financial reports, risk analysis, compliance, asset management, human resources, membership initiatives and capital projects. Attend and provide updates at the monthly Board of Trustees meetings.
- Attend Club Committee meetings as appropriate.
- Conduct an ongoing evaluation of Club programs and events to ensure the consistent provision of outstanding services to meet the needs and expectations of members, guests, and employees.
- Represent the Club to members, employees, and external agencies.
- Design, implement, and maintain operating policies and procedures that align and support the Club's goals.
- Take responsibility for the care, maintenance and upkeep of all grounds and facilities on campus, ensuring that an ongoing maintenance program is actively managed for the short and long term.

Requirements

- Bachelor's degree in business, hospitality management, or a related discipline.
- Minimum of five years' experience operating at a senior level in a private yacht, golf, social, or athletic club or other similar organization.
- Demonstrated progressive professional advancement.
- Food & Beverage management experience.
- Experience working with volunteer committee.
- Have attained or pursuing professional CMAA certification.
- A sailing/boating background is preferred but not required.
- A career path marked with stability and professional achievement.
- A person of exceptional character; motivated, energetic, friendly, and dedicated to the profession.
- The successful candidate will be a lifelong learner continually researching and understanding industry trends.
- Excellent verbal and written communication skills.
- Experience with capital improvement projects.
- Demonstrated long and short-term planning programs; a club professional visionary.

Competitive Compensation & Benefits

- Competitive compensation/salary and an annual performance bonus.
- Medical, dental, life insurance, and paid vacation.
- Participation in the Club's 401(k) plan with club match.
- Professional dues and expenses in accordance with the annual budget.

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

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