



**General Manager Profile
Erie Yacht Club (EYC)
Erie, Pennsylvania**

An amazing opportunity exists for candidates with a successful track-record of leadership and high-quality operations management at experience centric club operations. We are conducting the General Manager search for the Erie Yacht Club. The candidate will be an integral part of a high-performing team for one of the most prominent yacht clubs on Lake Erie.

The Club prides itself on its unique and prized culture of being family friendly and casual, having close relationships between members and staff. This includes highly personalized service and relationships that foster a social hub for the enjoyment of its membership. The General Manager role at EYC is one best suited to a leader who hold the qualities of Honesty, Integrity and Loyalty to the highest level. An individual who truly enjoys being the highly engaged, visible and interactive with member families, and epitomizes the “selfless leader” so appropriate to a high performing hospitality environment. This is an opportunity for a qualified manager to make a long-term home being appreciated for providing competent, consistent, committed and sincerely engaged leadership.

Erie Yacht Club Profile:

Membership;	1,504 Members within 7 categories of membership. 623 Regular members, who maintain voting control.
Average Age:	58.6
Staff:	115, 19 Full Time, 96 Part Time and Seasonal
Management:	9
Gross Volume:	4.1 Million
	Dues: 1.1 Million, Basin: 1.0 Million
	F & B: 2.0 Million, Sailing School: 0.1 Million
Basin:	372 Slips, 49 Jet Ski Docks, 100 Dry Sail, 48 Kayak Racks
	Fuel; Gas & Diesel
Committees:	12 House; Docks; Grounds; Membership; Finance; By-laws; Race; Junior Sailing; Historical: Safety: Long Range: Nominating

Club Officer's: 5 Commodore; Vice Commodore; Rear Commodore; Fleet Captain;
Secretary/Treasurer

Board of Directors: 6 3-year term

Website: www.erieyachtclub.org

Date Position Available:

October 22, 2021

Erie Area

Erie is a city located in Erie County, Pennsylvania, United States, in the panhandle of northwest Pennsylvania on the shores of Lake Erie. The City sits within 60-90 minutes of Cleveland, Pittsburgh and Buffalo.

History of the Erie Yacht Club:

There is no location on Lake Erie better suited for the most gentlemanly of all sports, yachting, than the beautiful Presque Isle Bay upon which the Erie Yacht Club is located. A yacht club is a unique institution. It brings together those who love boats and time on the water, and becomes a very special place for its members. Boating and that which is associated with boating is the essence of a club.

The Charter and by-laws of Erie Yacht Club were officially registered and the Club conducted its first Opening Day ceremony on July 16, 1895. There 137 individuals who applied for membership that first year. Over the next 126 years the Club moved once to its current location, expanded its basin many times to its current capacity of 372 slips and is presently in its third Clubhouse.

None of these things would be possible without the dedication and hard work of a group of people who devote their time, energy and financial support to the encouragement of yachting excellence. This has surely been the underlying quality that has kept the spirit of Erie Yacht Club alive through its second century of boating history on Lake Erie.

General Managers (GM) Position Overview

The GM will direct all day-to-day operations of the Erie Yacht Club. The new GM will be a highly visible, hands-on leader who can work collaboratively with team members to manage the all aspects of club functions. The GM is ultimately responsible for delivering outstanding service and memorable experiences to the multi-generational membership and their guests.

Reporting to the Commodore, the GM leads the organization in accomplishing its mission of being a vibrant, member-driven, multi-generational yacht club providing all members with extraordinary experiences and legendary services.

The position conveys the EYC values in a manner that is well understood, widely supported, consistently and effectively implemented. The GM supervises the Food & Beverage, Administrative and Harbor departments.

Key attributes include:

- Above all, an individual who embodies Honesty, Integrity and Loyalty to the Erie Yacht Club.
- A highly visible, engaging and outgoing club leader who enjoys daily interaction with club members, guests and staff.
- Has a history of success and understanding of quality Food & Beverage operations, including revenue growth, cost control, training, and strong service culture development.
- A verifiable motivator and leader who can bring out the best in others by setting clear goals and expectations, holding them accountable for outcomes, by providing consistent feedback and support
- Being naturally outgoing, conversant, respectful, and diplomatic, but able to diplomatically say “no” when appropriate.
- An organizationally focused individual who recognizes that obsession with details and consistency of delivery at an extremely high-level result in member and associate satisfaction. Keen understanding of quality in all aspects of the club and club operations as well as demonstrable success in leading clubs to continued relevancy and successfully managing evolving membership demographics.
- Fosters cordial and respectful relations with members, while at the same time ensuring that EYC Policies and By-laws are consistently applied by staff and followed by members and guests.
- Maintains exceptional member relations and delivers outstanding membership experiences and satisfaction by creating a quality environment through staffing, programming, operations, and maintenance. Drives creation of a membership experience that retains existing members and leads to new member growth.
- Proposes appropriate annual and longer-term financial objectives, including the operating and capital budget plans, and manages operations to consistently achieve these goals. Is responsible for achieving operating and financial results consistent with board-approved goals and objectives.
- Helps in the development of the long-term strategy and stays abreast of industry trends and challenges. Proposes annual objectives and plans that meet the needs of members, employees, and other stakeholders; ensures consistent and timely progress toward strategic objectives;
- Works closely through and with the Flag Officers and Committee Chairs to keep the Board of Directors informed on all important aspects of EYC operations. Is effective at taking the lead in pressing for actionable decisions.

Emphasized Key Characteristics

- Outstanding communication skills are necessary for this role and to be successful at EYC. As the primary communicator of much of the information at the Club, proven outstanding verbal and written skills are absolutely critical. As is a keen ability to “listen,” “engage,” “build trust” and “be highly approachable.”

- Must be a leader who “leads by example” with a nurturing, respectful, mentoring style of leadership with staff, carrying themselves to a standard other staff want to emulate.
- A “hands on” leader who recognizes the balance between leading, doing and delegating.
- Must be vision and mission oriented; anticipating how the Club continues to evolve is important, as is being actively ‘networked’ in the industry to the point of being on the forefront of trends in clubs.
- A visible, sincerely engaged and hard-working leader that brings ideas to the table and can express those ideas thoughtfully and easily to team members, the Flag, Board, and Committees.
- Being strategic in focus and able to gain support and execute approved plans and directions, sometimes encouraging the Board to make actionable decisions, albeit it with a strong and natural ability to analyze and communicate the reasons behind recommendations.
- Possessive of a strong financial acumen for hospitality trends and metrics, and able to fully comprehend and explain P/Ls, balance sheets, cash flow and operating, capital and project management budgets.

Initial Priorities of the General Manager

- Work diligently to develop the trust and confidence of key contributors by being thoughtful, candid, proactive, available, approachable and by listening and respectfully responding.
- In collaboration with the Flag Officers, Committee Chairs, Board members, and staff, ensuring that the overall financials, reports, and processes are in place and followed.
- Continuing employee engagement, primarily by being exceptionally proactive in engagement throughout the operation, learning names, spending time to know and understand the team members, learning the procedures and ebb and flow of business. The senior staff of the CYC are long tenured, highly regarded and capable.
- Evaluate the overall member service experience and how it dovetails with employee performance, the accountabilities and responsibilities of key departmental leaders and furthering the plan for continuous improvement.
- Review the overall F & B operation, its consistency of execution and overall standards for success.

Desired Candidate Qualifications

- A minimum of 5 - 7 years of progressive leadership/management experience in a private member-owned club, or leading hospitality operations outside of the club industry in a similar hospitality operation.
- Strong personal qualities of confidence, credibility, energy, commitment, and humor along with exemplary ethics of honesty, integrity and loyalty.
- Technologically proficient and recognizing best practices use of technology to improve ‘high touch’ service delivery to members, as well as to more effectively manage and lead operations. Knowledge of JONAS Club software is helpful.

- Someone who respects the history, traditions and culture of the Club, while also being an innovator and a champion of new ideas and initiatives, looking to consistent improvement of member experiences and operational efficiency.
- A truly confident, diplomatic, and competent club industry professional with exceptional “executive presence,” who recognizes the importance of accountability, and who has a strong history of success in working with member boards and committees.
- Yacht club and marina experience is helpful but not required.

As noted above, a true “partner” with the Flag Officers, Board, and all active Committees, recognizing that he/she needs to be a creative problem solver whose ability to convey ideas, suggestions, and solutions in a thoughtful, well-reasoned manner with a high level of integrity results in high levels of respect.

Education and Certification Qualifications:

- A Bachelor’s Degree from a four-year university or college, preferably in Hospitality Management is strongly preferred. In lieu of the degree, substantial private club or hospitality experience will be fairly considered.
- From the club industry, Certified Club Manager (CCM) designation is not required. Ongoing education is recommended.

Salary & Benefits

Salary- Is open and commensurate with qualifications and experience and befitting a club of the size and scope of the Erie Yacht Club.

Bonus: Goal Orientated Annual Bonus

Christmas Bonus

Health Benefits:

Family - Medical, Dental / Vision

Term Life Insurance

Short/Long Disability.

Personal Time:

Personal Time: – 3 days per year

Sick Days: 5 days per year to a maximum of 15 days

Vacation Time;

Year 1-2	One week
Year 3-9	Two weeks
Year 10	Three weeks

Statutory Benefits:

Moving Expenses

CMAA National and Chapter Dues

Annual Conference Expenses

Education Expense

Milage for use of vehicle during business

Food & Beverage meal privileges

Food & Beverage "Shopper" Expense Account

401K plan with employer match after one year of service eligibility

Worker's Unemployment Compensation

Unemployment Compensation

Social Security Benefits

Please send resumes and cover letters to:

Secretary

Erie Yacht Club

P.O. Box 648

Erie, PA 16512-0648

or

secretary@erieyachtclub.org