

GENERAL MANAGER/COO PROFILE: GROSSE POINTE YACHT CLUB GROSSE POINTE SHORES, MI

(Click the link at the end of the document to apply)

THE GENERAL MANAGER/COO OPPORTUNITY AT GROSSE POINTE YACHT CLUB

The General Manager/COO position at Grosse Pointe Yacht Club (GPYC) is an exciting opportunity to work at a Platinum Club and one of the top yacht clubs in the nation. They are searching for a General Manager/COO that is a great leader, mentor and visionary. Successful candidates have a positive attitude and the ability and experience to balance leading the team in the day-to-day operations while focusing strategically on the club's mission and long-term vision.

[Click here to view a brief video about this opportunity.](#)

GROSSE POINTE YACHT CLUB

Located on beautiful Lake St. Clair and centrally located to all the Great Lakes, Grosse Pointe Yacht Club (GPYC) is an active, family-centric club, with facilities and activities that engage the entire family. Amenities, in addition to world-class yachting facilities and a 268-slip harbor, include a premier, year-round food and beverage program; a state-of-the-art swimming pool complex; tennis and paddle tennis facilities; and bowling lanes.

Dining rooms at Grosse Pointe YC include the Spinnaker Restaurant (seats 60), Binnacle Restaurant (80), Wine Cellar (10), Tower Pub (40), seasonal Terrace Dining (50), and seasonal Harborside Grill & Gazebo Deck Dining (100).

Banquet rooms include the Main Dining Room (150), Commodore's Room (20), Ballroom (275), Venetian Room (70), Lakeshore Room (50), Fo'c'sle at the Bowling Center (100), and the seasonal East Lawn (500). Grosse Pointe YC has a main kitchen and small kitchen adjacent to the Harborside Grill.

A newly constructed Family Recreation Center includes a children's splash pad, pickleball courts, bocce ball courts, basketball court, and four new Har-Tru tennis courts. In the Harbor, a Marine Activity Center features class rooms, personal water craft dockage, kayak and paddle board storage, and fleets of J-70, J-22, 420, Lasers and Optimist sailboats.

The GPYC prides itself in being members' home away from home. Their services and programs are centered on the idea that they are all members of one big family sharing in like interests and enjoying the community of a shared passion for the GPYC.

The Club is affiliated with two 501(c)(3) foundations; one for the preservation of the historic clubhouse and the other to foster and promote the Corinthian sport of sailing at the club, within the local community and throughout the nation.

HISTORY

Grosse Pointe Yacht Club was established in 1914 and celebrated its 100-year anniversary in 2014. GPYC was formed by 25 local men in order to pursue their interests in sailing and ice boating on Lake St. Clair.

Guy Lowell, a well-known Boston architect and yachtsman of the 1920's, was responsible for the unique 18th century Italian Renaissance design of the clubhouse, which was dedicated on July 4, 1929.

The clubhouse's harmonious blend of sun-splashed creamy stucco, red tile, rhythmic curving arches, and elaborate gothic windows are dominated by a 187-foot bell tower, which serves as a navigational aid to Lake St. Clair boaters.

Club facilities have been updated several times; the harbor has been enlarged and improved as its membership has quadrupled. However, the integrity of Lowell's original design and spectacular view of Lake St. Clair have been meticulously maintained.

GROSSE POINTE YACHT CLUB CULTURE

MISSION STATEMENT

The idea of family and community is so integral to the GPYC club culture that they have woven it into their mission statement: *"Continue to be a premier yacht club, amongst the finest in North America, also providing high-quality family and social programs to its members."* The mission statement is a constant reference point upon which decisions are made, programs are developed, and activities are organized.

SERVICE PRINCIPLES

The employee culture at Grosse Pointe Yacht Club is one of teamwork and the "spirit of service." The GPYC team operates on a simple principle that courtesy makes the world a happier place in which to live. This service mentality is why members have chosen GPYC as their "home away from home" and the high-quality programs as well as the gracious service exuded by its employees, sets GPYC apart and above the rest. The seven service principles at GPYC are:

- Stimulate happiness.
- Anticipate need before those who need it know it.
- Give dignity to those you serve.
- Know the details.
- Act and think clean.
- Be a presence.
- See it... do something about it.

GROSSE POINTE YACHT CLUB FACTS

- \$7,500 initiation fee
- \$7,512 annual dues
- \$9.3M gross revenue
- \$3.7M F&B revenue
- 58% *a la carte* and 42% banquet
- 254 total number of employees in season
- 58 average age of members

GROSSE POINTE YACHT CLUB WEB SITE: www.gpyc.org

GENERAL MANAGER (GM/COO) POSITION DESCRIPTION

GPYC operates under the General Manager/Chief Operating Officer (GM/COO) organizational structure. The GM reports to the Club's Commodore and is ultimately responsible to the Board of Directors. There are 12 members of the Board that serve 3-year terms with no term limits, elected by a slate. The Club has an active

Committee structure including the following: Major Standing Committees: Executive, Finance, Nominating, By-laws, House, Harbor, Membership, Sailing, Swimming, Tennis. Additionally, there are additional event and Ad Hoc Committees.

Direct reports to the GM position, at present, include:

- Chief Financial Officer
- Executive Chef
- Director of Food and Beverage
- Catering Manager
- Director of Membership
- Director of Marketing Communications
- Director of Grounds and Maintenance
- Director of Security
- Harbormaster
- Director of Sailing
- Tennis Professional
- Pool Manager

Initial priorities include:

- Improving membership retention and membership growth.
- Evaluate the employee strengths/weaknesses (SWOT), communicate your vision and strategy to employee's role in achieving same. Cultivate a dedicated and talented professional team ensuring high morale and staff satisfaction, ultimately translating into high member and guest satisfaction.
- Review/understand budget and Strategic plan of Board.
- Review/understand (SWOT) the condition of the grounds/buildings/systems/procedures and operational policies.

CANDIDATE QUALIFICATIONS

The ideal candidate:

- Is expected to be an hospitality professional with strong operational management skills, who, in collaboration with the Board, Member Committees and Senior Staff is able to define and strategically execute plans to ensure that the Grosse Pointe Yacht Club remains one of the premier clubs in Michigan, as well as one of the most highly regarded yacht clubs in the country.
- Understands that Club must run in a business-like manner but can balance the needs of budget compliance and member satisfaction.
- Having full operational responsibility for the Club, the GM/COO will be responsible and accountable to develop, monitor and manage the Annual Operating Plan and Budget. Can establish appropriate benchmarks for staff management success. Can provide and manage to key operational metrics to insure budget compliance and member satisfaction.
- A disciplined and visionary leader who can impart a world class culture of quality service and attention to detail. Is hands on but works strategically and can clearly communicate his strategy and expectations to the employees.
- Strong general management skills with verifiable strengths leadership, financial performance, “people” skills, programming and recreational amenity management. Especially strong credentials are preferred in highly regarded exceptional member/guest service programming, quality food and beverage programming, strategic planning, programming and project management, and *most importantly, the ability to consistently define and achieve goals and objectives, and execute to those standards.*

- Verifiable ability to *attract, hire, mentor, develop and lead* a high performing team of professionals ensuring that they function as one team, rather than individual departments, while setting and maintaining standards of performance appropriate to perpetuating the Club’s strategic vision.
- *Exceptionally strong and timely communication and facilitation skills, both written and verbal, with the appropriate personal presence, desire, and ability to interact effectively before diverse constituencies of members, staff, vendors and other people who are part of the success of GPYC.*
- Knowledgeable in “best practices” of world class operations, top performing and high member satisfaction clubs around the country.
- A verifiably unblemished career track that demonstrates a record of tenure and commitment to previous employers, where career moves were for enhancement of skills and experiences as opposed to ‘unplanned’ career changes.
- Having harbor and boating knowledge is helpful, but not an ‘absolute’ experience necessary for success.
- A confident, visible, diplomatic, respectful and competent professional who is a ‘doer’ and take-charge person and who recognizes the importance of accountability.
- A creative problem solver who commands respect because of the way he/she interacts with others and lives up to his/her word and confidently puts forth recommendations to the Board and Staff.
- Personally capable and comfortable with technology and incorporates its use, as appropriate in his/her everyday role, while never losing sight of the need for ‘high touch’ relations with Members and employee partners.
- A person who understands and effectively functions in a non-profit, volunteer, member-owned Board and Committee environment, who further recognizes the need to use these groups as sounding bodies, raising issues of a policy nature and offering alternatives in addition to pros and cons. Ultimately, an enthusiastic supporter of Board decisions and directives.
- A strong consensus builder who embodies the behavior and skills one needs to be successful in this type of governance model.
- Armed with a high degree of creative, relevant and innovative ideas relative to food and beverage operations, member activities and programs.

EDUCATIONAL AND CERTIFICATION QUALIFICATIONS

- Preferably, a college graduate with a Bachelor’s Degree in Operational Management, Business Administration or Hospitality Management with a minimum of 10 years of significant management experience and a preference for at least 5 years of General Management experience in a similar, private, member-owned premier club environment.
- Five star or five-diamond service experience in a management level position is desirable.
- CCM certification preferred, yet not required. Participation in continuing hospitality industry education a must.

SALARY & BENEFITS

Salary is open and commensurate with qualifications and experience. The club offers an excellent bonus and benefit package including CMAA membership.

INSTRUCTIONS ON HOW TO APPLY

Please upload your resume and cover letter (in that order) using the link below. You should have your documents fully prepared to be attached when prompted for them during the online application process.

IMPORTANT: Save your resume and letter in the following manner:

“Last Name, First Name Resume” &

“Last Name, First Name Cover Letter”

(These documents should be in Word or PDF format)

Note: Once you complete the application process for this search, you are not able to go back in and add additional documents.

For directions on how to upload your resume and cover letter [visit this page](#).

[Click here](#) to upload your resume and cover letter.

If you have any questions please email Nan Fisher: nan@kkandw.com

LEAD SEARCH EXECUTIVE:

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