



HISTORIC DETROIT YACHT CLUB SEEKS GENERAL MANAGER

The Detroit Yacht Club seeks a world class General Manager to lead one of the oldest and most prestigious private yacht clubs in North America. The Detroit Yacht Club has been a pillar of Detroit society since opening its doors 150 years ago, and continues a proud tradition and a strong commitment to excellence and quality service to members. Our members reflect a diverse cross section of community and corporate leadership within the major industries of our region. DYC members and their guests enjoy a first class dining experience, along with an outstanding variety of social events, recreational, athletic, health and fitness services. Our boating members enjoy harbor facilities and service that have been voted the Best in Detroit and rival the finest harbors anywhere on the Great Lakes.

The historic DYC clubhouse, located on a private island along the banks of the Belle Isle Park in Detroit, is of Mediterranean design and was completed by George Mason in 1922. The clubhouse was listed in the National Register of Historic Places in 2011 and the Detroit Yacht Club Foundation was also created as a result. With almost one hundred thousand square feet of historic grandeur, the Detroit Yacht Club can accommodate every member need from the smallest business meeting, private celebration and special occasion to large weddings, conference provisions and large seminars.

Job Summary

The successful candidate will possess the attributes to:

- Serve as Chief Operating Officer of the club--with a focused vision of achieving the goals and strategy outlined by the Board of Directors
- Manage all aspects of the club including its activities and the relationships between the club and its Board of Directors, members, guests, employees, community, government and industry.
- Continuously focus on improving member satisfaction, employee service levels, and overall quality of dining and other experiences.
- Coordinate and administer the club's policies as defined by its Board of Directors.
- Develop operating policies and procedures and direct the work of all department managers.
- Implement and monitor the budget--meeting all aspects of a balanced scorecard as directed by the Board,
- Monitor the quality of the club's products and services and ensure maximum member and guest satisfaction, while maintaining sufficient controls to meet budget guidelines.
- Secure and protect the club's assets, including facilities and equipment as well as facilitating security controls and loss prevention throughout the Club and grounds.

Job Tasks

General

- Implements general policies established by the Board of Directors; directs their administration and execution.
- Plans, develops and approves specific operational policies, programs, procedures, methods, rules and regulations in concert with general policies.
- Coordinates with the Board of Directors in the development of the club's long-range and annual business plans in an effort to move toward the club's overall mission.
- Develops, maintains and administers a sound organizational plan; initiates improvements as necessary.
- Oversees the care and maintenance of all the club's physical assets and facilities.

Financial

- Coordinates development of operating, cash and capital budgets according to the applicable budget calendars; monitors monthly budget and other financial statements; takes effective corrective action as required using weekly dashboards;
- Approves vouchers before payment;
- Prepares and makes financial reports to the Board of Directors.
- Oversees the maintenance of an up-to-date management information system, which can be counted on for timely and accurate information for all parts of the club.
- Ensures that the club is operated in accordance with all applicable local, state and federal laws.

- Establishes and monitors compliance with purchasing policies and procedures.
- Manages cash flow and establishes controls to safeguard funds.

Reporting and Engagement

- Attends meetings of the club's executive committee and Board of Directors.
- Delivers reports at least monthly on the following items:
 - Any variance to budget found in the previous month
 - Operating adjustments made during the previous month due to dashboard report review
 - Implementation of any new strategic or tactical initiatives
 - Upcoming requests for vacation time
- Provides for the security of the club, its environs and members' belongings.
- Reports member infractions to the board for necessary action.
- Provides advice and recommendations to the Commodores and Board about construction, alterations, maintenance, materials, supplies, equipment and services not provided in approved plans or budgets.
- Serves as liaison between all management staff and the board.
- Prepares reports and other support material for committee and board use.
- Negotiates and recommends board approval for contracts.
- Participates in and serves as ex-officio member of appropriate club committees, including any related to Membership, Recruitment, and Marketing.
- Reviews and initiates programs to provide members with a variety of popular events.
- Welcomes new club members; "meets and greets" all club members as practical during their visits to the club.
- Develops ongoing dialogue and rapport with members through recognition, communication and follow-through.
- Coordinates the marketing and member-relations programs to promote the club's services and facilities to present and potential members.

Quality Control

- Properly manages all aspects of the club's activities to ensure and maintain the quality of products and services provided by the club. Proactively seeks methods to increase quality and member satisfaction.
- Oversees a top-flight food and beverage operation, with appealing menus, properly priced, and featuring outstanding service.
- Ensures the highest standards for food, beverage, sports and recreation, entertainment and other club services.
- Provides for and manages use of the club's equipment, space and materials.
- Establishes and approves workloads, work methods and performance standards.
- Directs purchasing, receiving, storage, issuing, preparation and control of all products, supplies and equipment.
- Ensures proper cleanliness and sanitation of all club facilities and environments.
- Directs the writing and publishing of the club newsletter and plans for intra-club public relations.

Human Resources

- With Board approval, establishes a basic personnel policy; initiates and monitors policies relating to personnel actions and training and professional development programs.
- Leads efforts to continuously improve staff quality and skills.
- Writes policy and rule directives or approves those written by department heads.
- Has authority over inter-departmental matters and implements policies concerning employee-employer relations.
- Develops, maintains and disseminates a basic management philosophy to guide all club personnel toward optimal operating results, employee morale and member satisfaction.
- Works with subordinate department heads to schedule, supervise and direct the work of all club employees; confers with them about personnel-related matters including compensation, job changes and performance evaluation.
- Delegates appropriate authority to department heads, yet remains responsible for all operations of the club, making those changes deemed necessary for the club's successful operation.
- Maintains relations with police, fire, liquor control board, health department and other governmental agencies.
- Handles emergencies such as fires, accidents and breaches of security or house rules promptly and in person.
- Emphasizes prevention through training, inspection and preventive enforcement.
- Convenes and presides over meetings with departmental managers; conducts all-facility personnel meetings.
- Gives direction to and works closely with vendors, outside contractors, firms and individuals providing services to the club.

If you are ready to support a winning team and help elevate the service of a historic Yacht Club, we WANT YOU!!

To apply, please submit your resume and a cover letter noting salary requirements to jobs@dyc.com.

Candidates that move on to a final round will be asked to submit references at that time.