

GENERAL MANAGER/COO PROFILE: AMERICAN YACHT CLUB RYE, NY

THE GENERAL MANAGER/COO (GM/COO) OPPORTUNITY AT THE AMERICAN YACHT CLUB (AYC)

An amazing opportunity exists for candidates with a successful track-record of leadership and high-quality operations management at experience centric club operations or high-end establishments in the hospitality industry. We are conducting the GM/COO search for the American Yacht Club in Rye, New York. The candidate will be an integral part of a high-performing team for one of the most prominent yacht clubs in the world.

The GM/COO role at AYC is one best suited to a leader who facilitates the Board's governance and committee structure, implements Board policies and recommends policies for Board consideration. The incoming GM/COO will play an integral part in the strategic planning process and work closely with the long-range planning committee to set the course for AYC for years to come. This is an opportunity for a qualified manager to make a long term 'home,' being appreciated for providing competent, committed and sincerely engaged leadership.

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

HISTORY OF AMERICAN YACHT CLUB

The American Yacht Club was organized in New York in May 1883 and is the fourth oldest yacht club in the country. In 1886 the club bought 12 acres at the tip of Milton Point that has been home ever since. In the beginning, all the boats enrolled in the club were steam yachts. However, in 1889, the first American Yacht Club sailing race was held. In a "blow", 6 yachts completed a 20-mile course and established a tradition for what was to become one of the preeminent sailing clubs in the world. In the club's fleet have been America's Cup Defenders, Trans-Atlantic and Bermuda Race winners. Its sailors have been Long Island Sound, North American and World Champions in a number of classes. They have captured Olympic medals - most recently in 1996 when Courtenay Becker Dey took a bronze in the Europe class. Proudly, four AYC skippers have won the US Women's Sailing Championship, Rolex Yachtsman of the Year, J70 Worlds, Etchells Worlds and more recently i420 Europeans, Women's Junior Worlds, World Sailings Women's i420 Silver Medalist and many, many other notable sailing honors.

AYC is anchored around its **Mission Statement** in everything it does. AYC's mission statement reads:

- To enhance our heritage of leadership in the sport of sailing, preserve the traditions of sportsmanship and friendly competition and further the growth of the sport.
- To encourage cruising and competitive sailing among its members through the sponsorship and management of local, regional, national and international events.
- To provide opportunities for family-oriented social recreation among its members
- To be responsible stewards of our coastal environment

AMERICAN YACHT CLUB

Members of AYC enjoy their club on a year-round basis. In addition to a robust sailing calendar, members utilize the club's multiple amenities including 7 Har Tru tennis courts, 3 paddle tennis courts, a swimming pool, private beach, Picnic Point waterfront dining area and sporting clays in the winter months.

Dining at AYC offers both casual and formal options in and outside of the clubhouse with spectacular views of Long Island Sound and the Manhattan skyline. A talented chef and experienced food and beverage team create memorable moments for the multi-generational members and their guests.

AYC has long had an active junior sailing program. In 1925, shortly after the founding of the Junior Sailing Association of Long Island (JSA) in 1924, the club developed a new class of boats specifically for junior sailors. AYC's role in promoting sailing has continued with its active participation in the JSA. The club's Young American Junior Big Boat Sailing Team, established in 2013, has placed first in the 2016 Bermuda Race (Class 10) while other AYC junior sailor honors include winning the Stephens Brothers Youth Division Trophy and Storm Trysail Boomerang Trophy.

AMERICAN YACHT CLUB BY THE NUMBERS

- 1120 Members, all categories
- \$11M Gross volume
- \$4.8M Annual dues volume
- \$2.4M F&B volume
- 16 Board members, 3-year terms

For additional information, please preview the **AMERICAN YACHT CLUB WEBSITE:** www.americanyc.org

GENERAL MANAGER (GM/COO) POSITION OVERVIEW

The GM/COO will be responsible for all day-to-day operations of The American Yacht Club. The new GM/COO will be a highly visible, hands-on leader who can work collaboratively with team members to manage food and beverage operations including private events and catering, harbor and marine operations, building and property maintenance, finance operations, , member communications and member relations, racquets programming, beach and pool, and youth programs. The GM/COO is ultimately responsible for delivering outstanding service and memorable experiences to the multi-generational membership and their guests.

Reporting to the Commodore, the GM/COO 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 individual and the position will align with AYC's mission statement (see above) and conveys AYC's values in a manner that is well understood, widely supported, consistently applied and effectively implemented. The GM/COO supervises Assistant General Manager; Director of Sales and Catering; Executive Chef; Controller; Marketing and Communications Director; Director of Facilities; Membership Director; Director of Harbor Operations; Director of Sailing; Director Club Events & Member Engagement; Director of Racquets, Director of Beach and Pool and Junior Jayc Director.

Key responsibilities include:

- Attracts, develops, trains, supervises, mentors, and retains an effective senior management team capable of achieving objectives.
- 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, support and through respectful interaction and professionalism.
- An organizationally focused individual who recognizes that obsession with details and consistency of delivery at a high-level result in high member and associate satisfaction, high levels of quality and an overall outstanding member experience. 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.
- 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, drives member utilization and leads to new member growth.
- Proposes appropriate annual and longer-term financial objectives, including the capital budget plan, and manages operations to consistently achieve these goals. Is responsible for achieving operating and financial results consistent with board-approved goals and objectives.
- Verifiable strength in strategic planning and working closely with boards, committees, local municipalities, and other key contributors in developing, executing, and updating strategies to success and relevancy.

- Is committed to making AYC a vibrant, member-driven club and promotes the development of a positive and respectful relationship between members and AYC staff.
- Helps in the development of the long-term strategy; stays abreast of industry trends and challenges and proposes annual objectives and plans that meet the needs of members, employees, and other stakeholders; ensures consistent and timely progress toward strategic objectives; with board guidance, allocates resources consistent with strategic objectives.

EMPHASIZED KEY CHARACTERISTICS

- Presence and outstanding communication skills are necessary for this role and to be successful at AYC. 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.” One must have strong “executive presence” and truly understand the unique and compelling culture of the club.
- Must be “can do” but have a nurturing, respectful, mentoring style of leadership with staff, carrying themself to a standard other staff want to emulate.
- A “hands on” leader who recognizes the balance between leading, doing and delegating.
- Must be a visionary 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. He/She should be able to project and steer the club in the right directions for the benefit of the membership.
- 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 Board, the Flags and the highly active Committees.
- Being strategic in focus and able to gain support and execute approved plans and directions, sometimes exhorting the Board to make actionable decisions, albeit it with a strong and natural ability to analyze and communicate the reasons behind recommendations.
- Recognizing the need for the continuation of an “employer of choice” approach to attracting, retaining, and developing staff at every level within the greater AYC organization.
- Innately understanding, empathetic, reliable, and relatable to members and staff at all levels.
- 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.

DESIRED CANDIDATE QUALIFICATIONS

- A minimum of 5 - 7 years of progressive leadership/management experience in (preferably) a private member-owned club, or leading hospitality operations outside of the club industry in a similar hospitality operation. True ‘rising stars’ from the club industry who have been verifiably well-mentored and who possess outstanding relationship skills will also be considered.
- Strong personal qualities of integrity, confidence, credibility, energy, commitment, and humor along with exemplary ethics.
- 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.
- Someone who respects the history and traditions of the Club, will align with and advance the clubs mission while also being an innovator and a champion of new ideas and initiatives, looking to consistent improvement of member experiences and operational efficiency.
- A true, 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.
- The ability to adapt and positively contribute to changing and evolving circumstances.
- As noted above, a true “partner” with the Commodore, Board, Flag Officers and highly 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.
- Yacht club or marina experience preferred but not required.

EDUCATIONAL AND CERTIFICATION QUALIFICATIONS

- A Bachelor’s Degree from a four-year university or college, preferably in Hospitality Management is 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 desired, but not required. If without such designation, a commitment to on-going and lifelong learning and strong networking capabilities is critical. If outside of the traditional CMAA background, having verifiable professional development that clearly provides confidence in one's ability to lead a club and hospitality operation like AYC.

CLUB COVID REQUIREMENTS

This club does require staff to be fully vaccinated as a provision of employment.

SALARY AND BENEFITS

Salary is open and commensurate with qualifications and experience. The club, along with the typical CMAA benefits, offers an excellent bonus and benefit package.

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. Please be sure your image is not present on your resume or cover letter; that should be used on your LinkedIn Profile.

Prepare a thoughtful cover letter addressed to American Yacht Club search committee/Mr. Thomas Blackwell, Commodore and clearly articulate your alignment with this role and why you want to be considered for this position at this stage of your career and why AYC and the New York area will be beneficial to you, your family, your career, and the Club if selected.

You must apply for this role as soon as possible but no later than Monday, June 6, 2022. Candidate selections will occur mid/June with first Interviews expected in June 2022 and second interviews a short time later. The new candidate should assume his/her role in mid/July.

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

"Last Name, First Name - Resume" &

"Last Name, First Name - Cover Letter – American Yacht Club"

(These documents should be in Word or PDF format)

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

If you have any questions, please email Katy Eliades: katy@kkandw.com

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