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GENERAL MANAGER PROFILE: CAPTIVA ISLAND YACHT CLUB CAPTIVA ISLAND, FL

THE GENERAL MANAGER OPPORTUNITY AT CAPTIVA ISLAND YACHT CLUB

Captiva Island Yacht Club (CIYC) is a highly regarded boating and social club ideally located on the beautiful island of Captiva. The Club is seeking a General Manager (GM) who is an effective leader, business executive, and someone with impeccable credentials. The successful candidate should be widely respected and regarded for the way in which he/she conducts business, as well as for the results achieved thus far in his/her career. Especially critical is to be a keen developer/mentor of staff and ensure that necessary and appropriate accountabilities are in place for all levels of employees within the CIYC organization.

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

CAPTIVA ISLAND YACHT CLUB & COMMUNITY

This private member-owned club has an exceptional location between the Gulf of Mexico and Roosevelt Channel on Pine Island Sound. This unique setting provides both stunning views and outstanding recreational opportunities as members go beachcombing for shells or take kayaks and paddle boards out to explore the Channel and Buck Key.

The idea of a Yacht Club was first floated in 1983 by founding Commodore Walter Decker. By the fall of 1984, 18 charter members had come together. Thanks to Lloyd Wright of 'Tween Waters resort, they negotiated a lease to use the Canoe Club on the corner of the 'Tween Waters property; and in January 1986 the club opened for business. The following year the Board of Directors acquired the property directly north of that first clubhouse, and equity shares in the club were sold.

Construction began in December 1987 and in October 1988 the present facility was officially opened. In 1991-1992 docks were first expanded, and the yacht club applied for admission to the Florida Council of Yacht Clubs. As members of the Florida Council of Yacht Clubs and Yachting Club of America, members have access to over 700 yacht clubs throughout the USA.

The clubhouse offers a perfect gathering place for a casual lunch, cocktails at sunset, mingling at the bar, fine dining and special occasions. Membership has access to a variety of nautical interests including organized lunch cruises to nearby restaurants, clubs, marinas or resorts and overnight cruises with destinations ranging from St. Pete to Key West and favored places between.

The club has continued to grow and has gone through several remodeling and upgrading projects, including the latest, new docks.

CAPTIVA ISLAND YACHT CLUB MISSION STATEMENT

- Offer superior and safe water-oriented recreational experiences to our members and others in our community to whom the board has made a commitment.
- Develop, execute and support an effective cruising and sailing program which enables both boat owners and other members to share in successful experiences.
- Provide outstanding social experiences that encourage development of fellowship and friendship among our members.

- Provide a superior dining experience that consistently delivers excellent food and presentation through outstanding service by an exceptional staff.
- Promote member volunteerism in support of successful committees, events and activities.
- Maintain the club's facilities and surrounding landscape in excellent condition.
- Ensure the club's continued viability through sound financial management.
- Be a strong supporter of our environment through environmental stewardship and compliance with regulations.
- Actively support the Florida Council of Yacht Clubs as important to club identity and as an integral part of club membership value.

CAPTIVA ISLAND YACHT CLUB VISION STATEMENT

The Captiva Island Yacht Club will be the place where water-oriented recreational, social, educational and dining experiences consistently exceed members' expectations and therefore inspire pride and passion in the club. The club will be its members' venue of choice for sharing their island life with family and friends. The club's performance and reputation will create continuing demand for membership.

CAPTIVA ISLAND YACHT CLUB BY THE NUMBERS:

- 548 Members, all categories
- \$3,000 Initiation fee
- \$2,300 Family, \$1,150 Single Annual dues
- \$1.2M Gross volume
- \$574,000 Annual dues volume
- \$626,632 F&B volume
- \$634,085 Gross payroll
- 4 Employees, 10 seasonal
- 15 Board members
- 70 Average age of members

CAPTIVA ISLAND YACHT CLUB WEB SITE: www.captivaiyc.net

GENERAL MANAGER JOB DESCRIPTION

The General Manager (GM) is hired and retained by the Board of Directors and reports to the Commodore. The GM has clear "ownership" for day-to-day operations of CIYC, while focused on the achievement and maintenance of an annual business plan for the Club, and all the necessary elements, activities and staff to support this focus. Specific emphasis on consistently enhancing an extraordinary experience for the members and their guests is primary to this role. He/She is responsible for managing the entire inventory of key assets (physical and staff) including, sailing, marina, food and beverage, and others, to ensure consistently meeting *clearly defined expectations of service execution and delivery*.

The GM will provide leadership to contributing constituencies (Board, Committees, Members, and Staff) relative to key programming, events and activities at the Club, recognizing the need to lead in balancing multiple interests, perspectives, and the Club's business and financial objectives. Successful administration of all operations of CIYC, while meeting annual tactical and strategic goals and expectations, is critical, as is keeping a clear appreciation of maintaining high member satisfaction levels in the course of doing so. The GM will be leading all aspects of the organization and should have the "visionary leadership" to make necessary and sometimes bold decisions in the best interests of the Club, even if it means pressing the imagination of the Board for actionable decisions.

The Board's expectation is for a GM/leader who offers up thoughtful, proactive plans and solutions to issues and strategies affecting the Club and its ability to meet its mission; essentially having a "here is the plan and this is why I believe it's in the Club's best interests' mindset, then implementing and executing upon the plan once approved. Board members are active Club users and are not looking to 'run the club,' but rather be 'partners' with the GM on critical issues of note beyond general operations, which will be the GM's to manage.

Strategic decisions and policymaking are the responsibility of the Board of Directors. The many committees within the Club are well established and have considerable autonomy in planning and implementing CIYC's wide variety of programs and events. The professional management of the club, headed by the General Manager, is responsible for decision-making related to the operation of the club, including financial management, staff selection and development, and monitoring quality and member satisfaction. The General Manager will serve as an ex-officio member of all club committees, providing input to strategy development, timely information and appropriate advice, as well as coordination across committees.

Although the General Manager will work with the committees, he/she will lead the development of annual budgets and capital plans for submission to the Finance Committee and ultimate approval by the Board of Directors. The level of the General Manager's involvement across committees may vary based on the operational scope and needs of each committee.

The GM is the clear leader in ensuring that the CIYC 'brand' as a premier yacht club in the Southwest Florida market is maintained through consistent focus on priorities, goals, and objectives that have been mutually established and reviewed in conjunction with the Board of Directors. He/She will oversee the execution of all enhancements to procedures and operational strategies.

The GM is the 'face' of CIYC, to members, staff, external constituencies and reciprocal clubs, and is expected to ensure that the best interests of the membership are maintained and enhanced through his/her leadership. Of great importance is the development and support of an effective and dedicated team of department heads, supervisors and staff, development of a professional 'infrastructure,' including consistent adherence to operating standards, and providing overall leadership to all groups within the organization. In doing so, it is expected that the GM is "visible and sincerely engaged" with each of these key constituencies who contribute to the Club's overall success.

In addition to leading all management and operational functions, the Club's General Manager will be a driver in developing the overall strategic planning of the Club. He/She will work with the Board to identify clearly defined and measurable annual initiatives and budget objectives, and present annual business plans and recommendations to the Board for approval. These plans will be backed with reasoned, well-conceived tactics, which he/she will own and be accountable to attain.

The GM will be a key player in the execution of all capital projects. Although the Club was completely rebuilt in 2005, CIYC foresees significant additional reinvestment and improvement projects. The GM will be a key contributor and coordinator in the execution of a 'game plan' to successfully carryout such projects.

CANDIDATE RESPONSIBILITIES

- Responsible for the smooth and efficient functioning of all Club operations under the guidance of the Commodore.
- Assure a high level of member satisfaction, including soliciting member feedback and improving the sense of "inclusiveness" for all members.
- Direct 360°supervision and training of the Executive Chef, Bar and Dining room staff.
- Coordinate all dining and event reservations and oversee floor operations and execution with a highly visible and interactive approach.

- Total F&B oversight and responsibility to include but not limited to monthly inventories, pricing, cost control, menu development with Executive Chef and Galley Committee, vendor relationships and operational execution.
- Develop and monitor CIYC protocols to assure compliance with local, state, and federal laws
- Develop and manage a comprehensive human resources strategy, including documentation of HR policies and procedures, to assure sound people management and compliance with legal mandates.
- Manage all CIYC staff in a professional manner, including regular performance reviews that reflect achievement against individual performance goals. Provide guidance and support to staff to help them perform at an optimum level.
- Oversight of the Business Manager to ensure all club financial and administrative duties are executed in a timely and effective manner.
- Full property R&M oversight to maintain a well-run, neat, clean and organized facility.
- Provide Board-to-Committee-to-Board liaison and attend all Board meetings.
- Improve Club operational efficiency and effectiveness.
- Manage to the annual budget. Review income and costs relative to goals and recommend corrective action. Implement controls to safeguard funds.
- Relieve the Flag Officers and Board of dealing with short term tactical matters of an operational nature.
- Be a source of continuity and professionalism in Club operations across changes in Flag and Board leadership.
- Reduce reliance on volunteers so that the commitment required is not excessive.
- Be informed of club industry “Best Practices” (i.e., governance, bylaws, member surveys, policies and procedures, etc.) and introduce at CIYC as appropriate.

EDUCATIONAL AND CERTIFICATION QUALIFICATIONS

- A Bachelor's Degree from a four-year university or college is highly desirable, preferably in Hospitality Management, Business, or Finance. In addition, a two year culinary degree or equivalent is also desirable but not mandatory.
- In lieu of the degree, substantial private club or hospitality experience may be considered.
- Certified Club Manager (CCM) designation preferred.

OTHER

Knowledge and experience with club technologies such as Jonas, Foretees, Quick Books, point of sale systems, etc.

SALARY & 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.

Preparing a thoughtful letter of interest and alignment with the above noted expectations and requirements is necessary. Your letter should be addressed to Tom O'Toole, Commodore, and clearly articulate why you want to be considered for this position at this stage of your career and why CIYC and the Captiva Island area will be beneficial to both you and the Club if selected.

Expressions of interest in this manner should be conveyed to our Firm no later than Friday, March 13, 2020. Interviews will occur in late March/early April with the successfully selected candidate starting within a reasonable time from offer accepted.

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

"Last Name, First Name - Resume" &

"Last Name, First Name - Cover Letter Captiva Island Yacht Club"

(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.

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

If you have any questions, please email Holly Weiss at: holly@kkandw.com

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