

The South Shore Yacht Club in Milwaukee, WI seeks an experienced individual to fill the position of **General Manager**. The South Shore Yacht Club is a year-round private club with over 600 members. We operate a marina for members with 230 slips, launch service, fuel dock, dry-sail and winter storage. We're proud of our bar and restaurant which are open year-round for members to enjoy beautiful views of Lake Michigan and downtown Milwaukee. The bar and restaurant also serve as an event space for our many member social functions. We have a thriving junior sailing program and value our strong ties to our community.

The General Manager is responsible for overall operations, ensuring the smooth functioning of the club for members and their guests. This includes, but is not limited to, overseeing staff responsible for the management of facilities, food and beverage operations, marina operations, member engagement and events hosting. The ideal candidate will have professional management and leadership experience, including hiring, training, and supervising staff, as well as experience in food and beverage operations. Experience in private club or yacht club management, or in the marine industry is a plus. The ideal candidate fosters a positive and inclusive atmosphere while promoting the traditions of a yacht club including nautical customs and traditions.

The South Shore Yacht Club is looking for a long-term fit, as the general manager position is a bridge to building and maintaining relationships with the local community, including harbor management and the maritime community. The general manager will work closely with the board of directors, committee members, and volunteers to carry out the club's goals and provide guidance where required.

Qualifications:

Preferred Education and Experience

- CMAA Certified Club Manager (CCM) certification a plus.
- Substantial private club or hospitality industry experience with management and supervisory experience and progressive professional advancement.
- Private club financial management, including budgeting and office oversight.
- Hospitality industry, including fully licensed food and liquor operations.

- Facilities management and maintenance, marina operations a plus.
- Proficient with Microsoft 365/Office and financial management systems (familiarity with NorthStar Club Management Software a plus).
- Customer-centric mindset with club leadership, membership and staff.
- Strong communications and marketing skills to augment club value to members and the community, including through social media.
- College education in Hospitality Management preferred.

Responsibilities:

General

- Foster a positive culture among membership by developing an ongoing dialogue and rapport with club members through recognition, communication, and follow-through.
- Oversee and maintain the quality of operations throughout the club departments and suggest improvements and upgrades as appropriate
- Under the direction of the Commodore and in collaboration with the committee chairs, implements, directs, and executes general policies/procedures as established by the Board of Directors.
- When requested or when the need arises, actively participate with various committees to help facilitate planning and implementation of projects or activities.

Financial and Reporting

- Implement, monitor, and maintain line-item integrity of the general budget and the budgetary process.
- Provide management and oversight for all club monies including special events and club invoicing.
- Oversee activities of club accountant
- Plan and actively participate in annual financial reviews or audits.
- Keep Regulatory licenses maintained and up to date.

Personnel

- With input and collaboration from the Commodore and in coordination with the appropriate committee chairs, the General Manager is directly responsible for the hiring, supervision, and evaluation of all full and part

time club employees including the Office Administrator, Food and Beverage Manager, Dock Master, Dock Hands, Tender Operators, Bar Staff, Chef, Kitchen Staff, and Junior Sail Instructors. Also supervise independent contractors as necessary.

- Facilitate, encourage, and nurture a positive working relationship with all employees and committee members.
- Serve as the single point relations between staff and members concerning staff job requirements and performance. Provide timely resolution and follow up on member feedback.

Facilities and Marina operations

- Provide advice and recommendations to the Board of Directors and Committee Chairs in the areas of alterations, maintenance, construction, supplies, equipment, and services of the club.
- Uphold customs and traditions including flag etiquette and other yacht club protocols.
- Work with dock master to streamline marina operations which prioritize member vessels and align with transient boater policies.
- Create, update and follow building and other facilities maintenance schedules.
- Maintain and renew all necessary licenses as appropriate for the optimal operation of the club such as the club tender USCG Certificate for Passengers and appropriate staff certification in First Aid/CPR/AED and any other required health and safety certifications.
- Maintain all keys to the club facility and lockers.
- Manage approved facility improvement projects within a set budget.

Compensation and benefits: Dependent on experience.

To apply send a cover letter and resume to: commodore@ssyc.org or apply through job post.

We're an equal opportunity employer and invite applications from candidates from all backgrounds, race, color, religion, sex, sexual orientation, national origin, gender identity, age, disability, veteran status or any other characteristic.

Job Type: Full-time

Pay: \$90,000.00 - \$120,000.00 per year

Work Location: In person, Milwaukee, WI