

GENERAL MANAGER PROFILE: CORINTHIAN YACHT CLUB MARBLEHEAD, MA

THE GENERAL MANAGER OPPORTUNITY AT THE CORINTHIAN YACHT CLUB

The Corinthian Yacht Club (CYC), nestled in the historic heart of Marblehead, Massachusetts, seeks a visionary General Manager to propel its legacy into the future. CYC is a seasonal club with a heavy focus on member activities in the summer months where the visibility of the General Manager is essential for the role. The Club does shut down in the off-season from mid-November through mid-April, however, it maintains a year-round staff of 15 focused on administration, programming, maintenance, and improvements. As a cherished institution deeply ingrained in the local community, they are in pursuit of a dynamic leader who embodies qualities of engagement, positivity, and unwavering passion.

The ideal candidate will possess a strategic mindset while upholding high standards of excellence. This individual must have an eye for detail and a commitment to fostering a culture of inclusivity and service, they will prioritize member satisfaction while driving forward-thinking initiatives.

The Club is searching for a leader who can seamlessly align with the Executive Committee, and membership, driving the club's continued success as the premier yacht club in the Boston area. Exceptional communication skills are paramount, as is the ability to identify and address challenges while implementing innovative solutions.

The successful candidate will bring a wealth of experience in building and implementing service standards, connecting with both staff and members on a profound level. They will excel in enhancing team culture, elevating the food and beverage experience, and expanding member offerings through inventive programs and events, all while maintaining the club's esteemed reputation and standardized operating procedures.

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

HISTORY OF CORINTHIAN YACHT CLUB

The Corinthian Yacht Club (CYC) in Marblehead, MA, was officially organized on July 7, 1885. Marblehead is known as one of the strongest centers of yachting in the world, and CYC has made significant contributions to the yachting world. With nearly 140 years of yachting, racing, and cruising history, many of CYC's founders and members are easily recognizable Marblehead family names. These original members not only helped establish the Club in the early days but fostered the birth and subsequent development of many early racing classes that have dominated Boston's North Shore since.

CYC was primarily conceived as a "small-boat" club consisting of yachts under 26 feet but soon became home to much larger designs such as sloops, ketches, yawls, schooners--and even boats powered by steam and early gasoline marine engines. While there are many ways for members to enjoy time on the water, the CYC honors its traditions by providing and promoting opportunities for all members to experience sailing.

The Corinthian Yacht Club is a full-service club offering members and visiting yachtsmen a broad range of sailing and racing events. Whether competitive racing, recreational day sailing, or cruising, the CYC supports the creation of sailing opportunities. This includes experiences for all ages and levels of experience from beginners to the highest levels of competition.

Throughout its history, the CYC has honored sailing traditions such as the annual cruise and regattas and has also established new ones.

Today, the active family community enjoys not only sailing and racing but also pool, fishing, tennis, and social activities in a vibrant and interactive community, and dining in the beautiful clubhouse on Marblehead Neck with glorious views.

CORINTHIAN YACHT CLUB BY THE NUMBERS

- Approximately 816 Members, all categories Initiation Fee - \$18,500 – full member
- Annual Dues - \$5715 – full member/No Capital charge
- Minimum F&B charges - \$80/month
- Approximately \$4.22M Gross volume
- Approximately \$3.06M Annual dues volume
- Approximately \$1.7M F&B volume
- Approximate Number of year-round FTE: 15; seasonal employees: 150
- Club POS and Accounting – NorthStar
- Committees: Recreation, Sailing, Plant and Facilities, House, Operating, Finance, Long Range Planning and Nominating.
- 8 Board members, with varying terms
- Average age of the members is approximately 56
- # Slips - 12 total, 3 are occupied for Jr Sailing Program, Overall membership float rental capacity-100

CORINTHIAN YACHT CLUB WEBSITE: www.corinthianyc.org

GENERAL MANAGER POSITION OVERVIEW

The General Manager (GM) will be responsible for all day-to-day operations of The Corinthian Yacht Club. The new GM 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, pool, and youth programs. The GM is ultimately responsible for delivering outstanding service and memorable experiences to the multi-generational membership and their guests.

Reporting to the Commodore, the GM 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 CYC's mission and convey CYC's values in a manner that is well understood, widely supported, consistently applied, and effectively implemented. The director reports to the GM position are the following: Director of Finance, Director of Human Resources, Executive Chef, Director of Food and Beverage, Dockmaster, Director of Recreation, Director of Facilities and Communications Manager.

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 resulting 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 CYC a vibrant, member-driven club and promotes the development of a positive and respectful relationship between members and CYC 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 CYC. As the primary communicator of much of the information at the Club, proven outstanding verbal and written skills are critical, as is a keen ability to “listen,” “engage,” “build trust” and “be highly approachable.” One must have a 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 themselves to a standard other staff want to emulate.
- 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 at the forefront of trends in clubs. He/She should be able to project and steer the club in the right direction for the benefit of the membership.
- A visible, sincerely engaged, and hard-working leader who brings ideas to the table and can express those ideas thoughtfully and easily to team members, committees, and the executive committee of CYC.
- Being strategic in focus and able to gain support and execute approved plans and directions, sometimes exhorting the executive committee to make actionable decisions, albeit 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 CYC 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.
- Must expect a high level of accountability from overall F & B operation, its consistency of execution, and standards for success. The food and beverage is a valued amenity at CYC and one that needs focus and attention by the new General Manager.

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 club’s mission while also being an innovator and a champion of new ideas and initiatives, looking for 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.
- As noted above, a true “partner” with the committees of CYC and executive committee, recognizes 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 is preferred with a focus on Hospitality Management.
- In lieu of the degree, substantial private club or hospitality experience will be considered.
- Industry certifications such as CCM, or CCE are encouraged but not required.

SALARY AND BENEFITS

Salary is open and commensurate with qualifications and experience. The club offers an excellent bonus and benefits package including association 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. 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 Corinthian Yacht Club search committee/Vice Commodore Karl Renney and clearly articulate your alignment with this role why you want to be considered for this position at this stage of your career and why CYC and the Marblehead, MA 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 Friday, July 5, 2024. Candidate selections will occur mid-July first and second interviews are expected in late July 2024. The new candidate should assume his/her role in November 2024.

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

"Last Name, First Name - Resume" &

"Last Name, First Name - Cover Letter - CYC"

(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 Patty Sprankle: patty@kkandw.com

Lead Search Executive:

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