

GENERAL MANAGER PROFILE: BALBOA BAY CLUB NEWPORT BEACH, CA

GENERAL MANAGER AT BALBOA BAY CLUB

The Balboa Bay Club is seeking a dynamic, charismatic, and highly engaged General Manager to lead one of Newport Beach's most iconic private clubs. This individual will be a visible, approachable leader who thrives on personal interaction, cultivating strong relationships with members, staff, ownership, and resort partners. A natural culture builder, the ideal candidate will possess a passion for luxury service, with a strong foundation in food and beverage operations, high-level event execution, and a focus on delivering exceptional member experiences. As a mentor and developer of talent, he or she will foster a high-performance, accountable environment that motivates staff to exceed service expectations while creating a warm, welcoming atmosphere for members.

The ideal candidate will bring strong financial acumen, process-driven operational discipline, and a strategic mindset capable of balancing tradition with innovation. With a keen eye for continuous improvement, they will ensure all aspects of the Club — including dining, fitness, spa, recreation, and social programming — operate at the highest standard. In addition, future growth of the role will include direct oversight of the Marina operations and private apartment residences, further expanding the scope of responsibility. A collaborative partner to ownership, resort leadership, and key stakeholders, the General Manager will align long-term vision with daily execution, driving member satisfaction, operational excellence, and sustainable growth. This is an extraordinary opportunity for a hands-on, firm but fair leader to guide the Balboa Bay Club's next chapter of excellence in one of California's most sought-after coastal communities.

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

ABOUT BALBOA BAY CLUB AND COMMUNITY

Celebrating its 77th anniversary, Balboa Bay Club stands as a cherished Newport Beach landmark and a vibrant social hub for residents, families, and friends. Nestled along Newport Harbor, the Club spans 15 stunning waterfront acres, offering a private marina, serene beach, and an array of luxury amenities. With a rich tradition of exclusive service and a full calendar of social events, Balboa Bay Club has long attracted a diverse array of luminaries, creating a relaxed yet refined atmosphere where family and community thrive.

Founded in 1948, Balboa Bay Club has played a pivotal role in Newport Beach's history, evolving from a private members-only yacht club to an iconic social and recreational hub. Originally established as a haven for boaters and socialites, it quickly became known for hosting Hollywood stars, dignitaries, and influential figures. Over the decades, the Club expanded its offerings, incorporating luxury amenities, a marina, and a full-service resort, while maintaining its reputation for exclusivity and excellence. Today, it continues to honor its rich legacy as a centerpiece of Newport Beach's coastal lifestyle.

BALBOA BAY CLUB BY THE NUMBERS:

- There are approximately 1600 Non-Equity Members
- Financials will be provided to candidates at a later stage
- There are 8 Board members; Board meets quarterly

BALBOA BAY CLUB WEBSITE: www.balboabayclub.com

GENERAL MANAGER POSITION OVERVIEW

The General Manager (GM) at the Balboa Bay Club holds full operational responsibility for all aspects of the Club, effectively leading all resources while reporting directly to the Managing Director of the Resort and ownership. The GM serves as the embodiment of an exceptional, member-centric experience, setting a clear tone of professionalism, integrity, and approachability at the highest levels of service delivery. This leader will oversee the management team, exemplifying modern best practices in hospitality leadership, and will foster a positive, highly engaged, and service-oriented culture that reflects the Club's storied tradition of casual sophistication and luxury service.

The GM is accountable for translating ownership's vision into actionable strategies, serving as the critical link between ownership, resort leadership, members, committees, and staff. With a naturally collaborative and transparent leadership style, the GM will serve as an active thought partner to ownership and a trusted advisor to the resort team, ensuring alignment in strategic planning and day-to-day operations. Building and maintaining open, "no surprises" communication with all stakeholders is essential, as is a consistent, sincere, and highly visible presence throughout all areas of the Club and broader community.

A key success factor for the incoming GM is the ability to mentor, develop, and hold accountable a highly engaged and talented staff team, many of whom are long-tenured and deeply committed to the Club's success. The GM will be responsible for providing oversight to all operating departments including food and beverage, membership, spa, fitness, retail, recreation, special events, and facilities, ensuring operational excellence, financial stewardship, and the ongoing enhancement of the member experience. A disciplined, process-driven approach to management, combined with a refined understanding of luxury private club service standards, will be essential.

The Balboa Bay Club takes pride in its strong culture of community and family, a hallmark that must be deeply embraced by the next GM. Members and staff value genuine, relationship-driven leadership and a consistent front-facing presence that fosters trust, engagement, and loyalty. The GM must possess excellent interpersonal skills and the ability to engage in candid, thoughtful dialogue with members, balancing diplomacy with decisiveness. The ability to thoughtfully manage member expectations while preserving the Club's traditions and high standards will be critical to long-term success in this role.

Direct reports include the Director of Member Experience, Director of Membership Sales & Events, Spa Manager, Fitness & Recreation Director, Food & Beverage Manager and drybar[®] Manager.

INITIAL PRIORITIES OF THE NEW GENERAL MANAGER

- Listen, learn, and observe. Become familiar with the culture and history of the Club. Cultivate relationships with members, their families, and team members.
- Implement innovative programs to further the Club's vision of being a family-oriented club with premier member experiences.
- Assess and refine the BBC member experience in all areas of the Club, establishing standards of excellence and creating expectations for the team to follow as well as upholding a culture of accountability.
- Evaluate food and beverage experience, implementing positive change as needed and required, to solidify the highest level of member enjoyment and satisfaction.
- Invest in team development, working to create synergy amongst the Club team, as well as partnering with Resort leadership.
- Work to engage various demographics of the membership and evaluate their needs, wants, programming, etc.
- Create a "State of the Club" report to the Managing Director and Ownership after ninety days of evaluation and observation, providing keen insights and recommendations for procedures, staffing, programming, and other key processes within the Club.

CANDIDATE QUALIFICATIONS:

- A minimum of 5 - 7 years of verifiable, progressive leadership and management experience in an active, private member-focused club environment. NOTE: While having a strong preference for those who have experience in the GM/COO role, those current Assistant General Managers or Club Managers at well-recognized clubs, with verifiable records of achievement, may be considered for this role.
- Strong general management skills with verifiable strengths in team development, financial stewardship, diverse recreational amenity management (golf, racquets, fitness, aquatics, family activities, and others are especially desirable), quality food and beverage programming (especially important), exceptional member/guest service programming, strategic planning, project management, and most importantly the ability to consistently define and achieve goals and objectives.
- Exhibit financial and budgeting acumen with prior significant P&L responsibility, as well as a true understanding of the balance sheet, capital reserve strategies, and cash flow.
- Exceptionally strong communication and facilitation skills, both in writing and verbally. Communication with members and staff, and 'sincere and engaged' personal visibility are of immense importance.
- An absolute "Team Builder." A person who embodies the persona of ultimate coach and motivator who exemplifies a team spirit attitude; someone who brings out the very best in those around him/her by setting clear goals and expectations, providing consistent feedback and support, and who is respectful and professional in all interpersonal dealings.
- A confident, diplomatic, and competent professional who is a 'doer' and take-charge person and who recognizes the importance of accountability.
- Someone who is at ease in developing relationships with all demographics of members.
- Possessive of strong organizational skills, and an obsession with covering the details necessary to consistently achieve high levels of quality, satisfaction, and outstanding member experiences.

EMPLOYMENT ELIGIBILITY VERIFICATION

In compliance with federal law, all hired employees must verify their identity and eligibility to work in the United States and complete the required employment eligibility verification form upon hire.

SALARY AND BENEFITS

Salary is open and commensurate with qualifications and experience. The Club offers an excellent bonus and benefit package including association membership. Salary Range: \$180,000 - \$225,000.

INSTRUCTIONS ON HOW TO APPLY

Please upload your resume and cover letter in the order listed using the link below. When prompted for them during the online application process, you should have your documents fully prepared to attach. Please be sure your image is not on your resume or cover letter; it should be used on your LinkedIn Profile.

Prepare a thoughtful cover letter addressed to **Ms. Cindy Racco, Managing Director**. Clearly articulate your alignment with this role, why you want to be considered for this position at this stage of your career, and why BBC and the Newport Beach area will benefit you, your family, your career, and the Club if selected.

You must apply for this role as soon as possible. Candidate selections will occur mid-late July with the first Interviews expected in July and the second interviews a short time later. The successful candidate should assume his/her role as soon as possible.

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

"Last Name, First Name - Resume"

"Last Name, First Name - Cover Letter - Balboa Bay 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

Search Executives:

Marcie Mills, CCM

Search & Consulting Executive

O: 833-KKW-HIRE (559-4473) Ext. 716

M: 484-577-6762

Scottsdale, AZ

marcie@kkandw.com

Thomas B. Wallace III, CCM, CCE, ECM

Partner

833-KKW-HIRE (559-4473) Ext. 700

Cleveland, OH

tom@kkandw.com