

# *Ventura Yacht Club*

## **JOB TITLE: GENERAL MANAGER**

### **JOB SUMMARY**

The General Manager:

- directs all activities, products and services provided to the club membership for maximum member and guest satisfaction.
- facilitates the relationships between the Club and its Board of Directors, membership, employees, and guests.
- is a point of contact for the local community, government, and industry queries.
- coordinates and administers the Club's policies as defined by its Board of Directors, develops operating policies and procedures, and supervises the work of all Club employees.
- develops and implements the Club's budget with input from the Treasurer and Finance Committee and oversees all expenditures, while ensuring the Club's financial integrity.
- ensures the security and maintenance of Club assets, including facilities and equipment.

### **MAJOR DUTIES AND RESPONSIBILITIES**

- Prepares, for Board of Director approval, operating and capital budgets and financial plans and provides periodic financial reports to Club Directors.
- Manages Club cash flows and expenditures and establishes controls to safeguard funds.
- Supervises all Club employees and establishes employee rules and regulations, appropriate training, internal controls, employee performance appraisals and manages the Individual Employee Incentive Program.
- Reviews and approves employee timecards, overtime, leave requests and payroll deductions.
- Oversees staff training and development.
- Ensures Club is operated in accordance with all applicable local, State, and Federal laws.
- Ensures the highest standards for food, beverage, sports, recreation, entertainment, and other Club services.
- Oversees risk management programs to ensure adequate safety measures are in place to protect members, employees, and Club assets.
- Handles emergencies such as fires, accidents and breaches of security or house rules promptly and in person; emphasizes prevention through training and inspection.
- Negotiates contracts for Club services; provides direction to contractors and oversees vendor performance and payments.
- Oversees accounts receivable and disbursement of payments to vendors and others.
- Oversees sale and transfer of Club memberships and collection of dues and fees.
- Oversees the assignment of boat slips according to policy and in partnership with the Marina Management Committee
- Oversees development, operation, and update of management information systems for timely and accurate information on Club membership, finances, and operations.

- Recommends operational policies and procedures to the Club Officers and Directors and implements those approved by the Board.
- Provides advice and recommendations to the Club Officers and Directors in the development of long-range plans and strategies for the continued growth and improvement of the Club.
- Performs other duties as assigned by the VYC Commodore and Board of Directors.

#### **SUPERVISORY RELATIONSHIPS**

- Reports to and receives overall guidance and direction from the VYC Commodore.
- Serves as the direct supervisor and provides guidance, oversight, and training to all Club managers and employees.

#### **RESULTS UPON WHICH PERFORMANCE IS EVALUATED**

- Knowledge of Club policies and practices.
- Knowledge of best management practices utilized within the Club management and hospitality industry and ability to effectively employ those techniques.
- Effectiveness in planning, managing, and overseeing Club financial operations
- Ability to implement and oversee policies and practices established by Club Directors
- Ability to effectively guide, direct and supervise Club staff, vendors, and contractor personnel.
- Completion of annual sexual harassment training and diligence in maintaining a harassment and discrimination-free working environment.
- Professionalism towards and ability to address Members and guest needs and concerns.
- Knowledge of and compliance with applicable local, State, and Federal laws and regulations
- Diligence in safeguarding Club assets, facilities, and equipment.
- Diligence in safeguarding the privacy of members' and employees' personal and financial data.
- Teamwork and cooperation with managers and fellow employees.
- Knowledge of and conformance with Club policies and practices, including guidelines provided in the VYC Employee Handbook and sexual harassment training.
- Quality of products and services provided by Club staff to members.

#### **WORKING CONDITIONS**

- This is a salaried, fulltime position of approximately 40 hours per week.
- Requires work on weekends, holidays, and evenings. A successful Manager will arrange their work hours accordingly.

#### **REQUIREMENTS AND QUALIFICATIONS**

- Minimum five years experience in private club or hospitality management.
- Knowledge of budgeting, finance, and facilities management.
- Ability to implement and utilize computerized management information systems and software.
- Ability to supervise and motivate assigned personnel.
- Ability to work flexible shifts and schedules, including weekends.
- Ability to obtain a California Food Handler Card and any other applicable certifications for food-handling personnel.
- Professional appearance and attire.
- Pleasant, outgoing, and helpful personality.
- Ability to be diplomatic and tactful in dealing with employees, Club Members, and Guests and while resolving potential conflicts.
- Ability to communicate effectively orally and in writing, including the ability to deliver formal presentations to Directors and members.