

**Milwaukee Yacht Club**  
**Milwaukee, Wisconsin**  
**GENERAL MANAGER / COO**

153-year-old, member-owned club with 300 members whose average age is 59. Facilities include 2 clubhouses, a swimming pool and hot tub, and full-service marina with 64 slips. Dining facilities include a more formal dining room and member's bar in the main Clubhouse, with casual poolside dining at the Boathouse. The Milwaukee Yacht Club is host to many prestigious regattas and sailing events. The club has an extensive history as the oldest Yacht Club on Lake Michigan. See the website for more: [www.milwaukeeyc.com](http://www.milwaukeeyc.com).

## Job Title

General Manager / COO

## Brief Job Description

The General Manager (GM) is hired and retained by the Search Committee and reports to the Commodore. The GM assumes overall responsibility for the management of day-to-day operations of the club, while being focused on fulfilling the annual business plan and goals of the club. Ensuring an extraordinary experience at the club for members and their guests is paramount to this role. The GM is responsible for managing all assets and aspects of the club, including the clubhouse & grounds, marina, bar, kitchen, food & beverage products, pool and all staff to ensure consistently meeting member expectations for service, product and value, while maintaining the financial stability of the club.

### **BRIEF LISTING OF ROLE & RESPONSIBILITIES:**

- Provide visionary leadership while working with the Executive Board, Committee Chairs, members and staff.
- Manage the annual budget and ensure the financial stability of the club. Continually improve operational efficiency, effectiveness, and profitability.
- Manage all department managers and staff in a professional manner and provide leadership, guidance, and support to help them perform at an optimum level.
- Monitor and manage the quality and value of the club's products and services. Ensure maximum member and guest satisfaction.
- Maintain a robust member recruitment initiative.
- Maintain the club's buildings, grounds and marina to a high standard.
- Manage all aspects and personnel of the club as per Club Policy, Bylaws and local, state & federal regulatory requirements.

## Candidate Qualifications

The candidate chosen for this position will possess the following skills and qualifications:

- A minimum of five years as a General Manager, Assistant General Manager or Clubhouse Manager in a comparable private club. Yacht Club experience is desirable but not required.
- A working knowledge of all facets of private club operations with strong emphasis on:
  - Food and beverage management
  - Financial management
  - Marketing
  - Vision and strategic planning
- CMAA Certification recommended but not required.
- Leadership skills with the ability to motivate staff.
- Possess an outgoing and friendly personality. Demonstrate outstanding “people” skills, diplomacy, and decorum.
- Excellent communication skills at all levels.
- The ability to train staff.
- The ability to function in a committee-oriented environment with actively engaged member volunteers.
- The ability to see the “big picture” and long-term goals for the club but also to have a critical eye for detail.
- Strong customer service skills with the ability to review club operations through a member’s perspective.
- Demonstrate proficiency with technology, IT systems, accounting systems.
- A strong awareness of social media, electronic marketing, and technology to improve the experience of members and continue the growth of the banquet business.
- Strong leadership and guidance in the Board Room, keeping them aware of proper governance and their role as Board Members
- Verifiable references. All candidates will be subject to a thorough background review and testing and must have an excellent credit record.

Salary is commensurate with experience and qualifications. Benefits include professional development / CMAA dues and education, health and dental insurance, life insurance, and 401(k).

Send resume to:

Joe Miller  
Commodore  
Milwaukee Yacht Club  
1700 N. Lincoln Memorial Dr.  
Milwaukee, WI 53202  
[joemiller@wirproperties.com](mailto:joemiller@wirproperties.com)