

Job Description & Duties: General Manager

Club Overview:

Founded in 1976, Isles Yacht Club (IYC) is a private, member-owned club located in Punta Gorda, Florida, within Charlotte Harbor. Known as the “Friendliest Yacht Club in Southwest Florida,” IYC offers a premier boating and social experience. The clubhouse, rebuilt in 2006 after Hurricane Charley, features four har-tru tennis courts, three bocce courts, a marina with 45 boat slips, and an activity building with a fitness facility, dockmaster’s office, billiard tables, and yoga classes. The club hosts an active social schedule and is a member of the Florida Council of Yacht Clubs and the American Registry of Yacht Clubs, offering reciprocity privileges.

Position Overview:

Join the Team that makes every day a celebration. We are looking for a passionate, people-first individual to take our club to the next level through our food and beverage and event initiatives. This is an opportunity to:

- **Inspire & Lead:** Guide our passionate team in delivering best-in-class service and member experiences.
- **Drive Excellence:** Oversee operations, elevate hospitality, and continuously refine what makes our club stand out.
- **Create Culture:** Foster a welcoming, vibrant atmosphere that keeps members engaged and coming back for more.

The General Manager (GM) is the club’s chief executive, reporting directly to the Commodore and a Board of 12 members. This highly visible role requires a hands-on, member-focused leader with a proactive management approach. The GM oversees all aspects of club operations, ensuring exceptional member experiences while maintaining financial stability and operational efficiency. Individuals should thrive in a fast-paced environment, balance big picture strategy with strong leadership skills and have a proven track record in hospitality and private clubs.

Key Responsibilities:

- Direct all aspects of club operations, including administration, food & beverage, marina, fuel docks, tennis courts, swimming pool, fitness center, bocce courts, and the activities center, ensuring high-quality member experiences and operational efficiency.
- Develop, monitor, and manage annual budgets, profit and loss statements, and financial forecasts to maintain fiscal responsibility and profitability.
- Lead maintenance and groundskeeping teams to uphold exceptional facility standards, ensuring the club’s infrastructure, grounds, and amenities are well-maintained and aesthetically appealing.
- Oversee strategic initiatives across multiple departments, ensuring alignment with club goals, improving member satisfaction, and enhancing overall operational performance.
- Maintain strong relationships with the Board of Directors, providing detailed reports on club performance and collaborating on strategic decision-making for the club’s future growth.

- Actively participate in all standing committees, ensuring the alignment of operational activities with club objectives and member interests.
- Spearhead membership engagement programs, increasing member retention and satisfaction through well-curated events and personalized services.
- Streamline operational workflows and enhance staff training to improve service delivery across all departments.

Qualifications & Skills:

- 5-7 years of progressive leadership experience in a private club or high-end hospitality operation.
- Strong financial acumen, with expertise in budgeting, P&L management, and balance sheet analysis.
- Hands-on leadership style with the ability to balance strategic oversight, coaching, and direct engagement.
- Expertise in food and beverage operations, with experience in wine tastings and curated dining events.
- Technological proficiency, with experience using Jonas Encore as a plus.
- Diplomatic, professional, and highly approachable, with strong communication and relationship-building skills.
- Commitment to maintaining club traditions while fostering innovation and continuous improvement.
- Ability to work collaboratively with members, committees, and staff to anticipate and exceed club needs.

Education & Certifications:

- Bachelor's degree preferred, particularly in Hospitality Management.
- Industry certifications such as CCM (Certified Club Manager) are encouraged but not required.
- Equivalent verifiable experience in hospitality or private club management will be considered.

Compensation & Benefits:

- Competitive salary commensurate with qualifications and experience.
- Performance-based bonus program.
- Comprehensive benefits package, including 401(k) match up to 3%, health, dental, vision, life insurance, and paid vacation.

How to Apply:

Submit a *resume* and a thoughtful *cover letter* articulating your alignment with this role and interest in the position in Word Doc format to: **gm@islesyc.com**

