

## **GENERAL MANAGER/CHIEF OPERATING OFFICER PROFILE: EAU GALLIE YACHT CLUB INDIAN HARBOUR BEACH, FL**

### **THE GENERAL MANAGER/CHIEF OPERATING OFFICER OPPORTUNITY AT EAU GALLIE YACHT CLUB**

A special opportunity exists for candidates with a successful track record of leadership and high-quality operations management at experience-centric club operations or high-end establishments in the hospitality industry. We are conducting the General Manager/COO search for the Eau Gallie Yacht Club. The candidate will be an integral part of a high-performing team at this prominent sailing and boating club.

The General Manager/COO role at EGYC is one best suited to a leader who genuinely enjoys being a charismatic leader of the Club, being highly engaged, visible, and interactive with member families, and epitomizes the “selfless leader” so appropriate to a high performing hospitality environment. This is an opportunity for a qualified manager to make a long term ‘home,’ being appreciated for providing competent, committed, and engaged leadership.

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

### **HISTORY OF EAU GALLIE YACHT CLUB**

The Eau Gallie Yacht Club, founded in 1907, is a thriving yacht, tennis, and social club located in Indian Harbor Beach on the Space Coast of Florida just outside of Melbourne. Facilities include a 15,000 sq ft Clubhouse with a main dining room and lounge, each seating 120-130, and four private dining rooms. An extensive renovation of the Clubhouse was recently completed in April of 2024 enhancing its world-class amenities for the members and their guests. In addition, a renovated and expanded Harbor Grill was completed in 2020, providing members with a casual dining experience providing a laid-back atmosphere for boaters, tennis enthusiasts, and those in swimwear while overlooking the marina and river.

Additional amenities include a resort-style pool, a children’s playground with a splash zone, a state-of-the-art fitness facility with robust fitness programming, and six of the finest green clay tennis courts in Florida. The courts are professionally groomed, manicured, and lit to championship standard for evening play. The Hydro court system waters the courts from underneath keeping the surface consistent for year-round play.

As a member of the Florida Council of Yacht Clubs, Eau Gallie Yacht Club members enjoy the benefits of reciprocity with the other council clubs and work with them to protect yachting interests throughout the State of Florida.

### **EAU GALLIE YACHT CLUB BY THE NUMBERS**

- Approximately \$5.4M Gross volume
- 880 Residents, 119 Other Categories
- Approximately \$3.2M Food and Beverage
- Approximately \$2.6M Annual Dues
- \$25,000 Initiation Fee (effective 6/1/24)
- 66 Slips
- 9 Board Members
- 3 Year Terms for Board Members
- 70 FTE Employees, 82 In-season
- POS System – Jonas Encore

**EAU GALLIE YACHT CLUB WEBSITE:** [www.egyachtclub.com](http://www.egyachtclub.com)

## GENERAL MANAGER/CHIEF OPERATING OFFICER POSITION OVERVIEW

The GM/COO will direct all day-to-day operations of Eau Gallie Yacht Club. The new GM/COO will be a highly visible, hands-on leader who can work collaboratively with team members to manage all aspects of club functions. The GM/COO is responsible for delivering outstanding service and memorable experiences to the membership and their guests.

Reporting to the Commodore, the GM/COO leads the organization in accomplishing its mission of being a vibrant, member-driven yacht club providing all members with extraordinary experiences and legendary services.

The GM/COO supervises the CFO, Membership/Communications, Facilities, Tennis/Fitness, Harbormaster, Executive Chef, and Food and Beverage Director.

Key attributes include:

- Helps in the development of the long-term strategy and stays abreast of industry trends and challenges. Proposes annual objectives and plans that meet the needs of members and employees; ensures consistent and timely progress toward strategic objectives.
- An individual who embodies Honesty, Integrity, and Loyalty to the Eau Gallie Yacht Club members and staff.
- A highly visible, engaging, and outgoing club leader who enjoys daily interaction with club members, guests, and staff.  
Possesses a deep understanding and track record of success managing high-quality, multi-outlet food and beverage operations; has sustainably grown revenue and trained/developed/retrained best-in-class front-of-house teams.
- 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 and support
- Being naturally outgoing, conversant, respectful, and diplomatic, *but able to diplomatically say “no” when appropriate.*
- An organizationally focused individual who recognizes that obsession with details and consistency of delivery at an extremely high-level result in member and associate satisfaction. 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.
- Fosters cordial and respectful relations with members, while at the same time ensuring that EGYC Policies and By-laws are consistently applied by staff and followed by members and guests.
- Maintains exceptional member relations and delivers outstanding membership experiences and satisfaction by creating a quality environment through staffing, programming, operations, and maintenance. Drives the creation of a membership experience that retains existing members 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.
- Is committed to making EGYC a vibrant, member-driven club and promotes an existing positive and respectful relationship between members and EGYC staff.

## EMPHASIZED KEY CHARACTERISTICS

- Outstanding communication skills are necessary for this role and to be successful at EGYC. 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.”
- Must be a leader who “leads by example” with a nurturing, respectful, mentoring style of leadership with staff, carrying themselves to a standard other staff want to emulate.
- A “hands-on” leader who recognizes the balance between leading, doing, and delegating.
- Must be vision 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.

- 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, the Flags, Board and Committees.
- Being strategic in focus and able to gain support and execute approved plans and directions, sometimes encouraging the Board 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 EGYC organization.
- 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.

#### **INITIAL PRIORITIES OF THE GENERAL MANAGER/COO**

- Work diligently to develop the trust and confidence of key contributors by being thoughtful, candid, proactive, available, and approachable and by listening and respectfully responding.
- In collaboration with the Flag Officers, Committee Chairs, Board members, and staff, ensuring that the overall financials, reports, and processes are in place and followed.
- Continuing employee engagement, primarily by being exceptionally proactive in engagement throughout the operation, learning names, spending time to know and understand the team members, and learning the procedures and ebb and flow of business.
- Evaluate the overall member service experience and how it dovetails with employee performance, the accountabilities and responsibilities of key departmental leaders, and furthering the plan for continuous improvement.
- Review the overall F & B operation, its consistency of execution, and overall standards for success.

#### **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.
- Strong personal qualities of confidence, credibility, energy, commitment, and humor along with exemplary ethics of honesty, integrity and loyalty.
- 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, traditions and culture of the Club, while also being an innovator and a champion of new ideas and initiatives, looking to consistent improvement of member experiences and operational efficiency.
- A truly 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 Flag Officers, Board, all active Committees, recognizing 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 and marina experience preferred but not required.

#### **EDUCATIONAL AND CERTIFICATION QUALIFICATIONS**

- A bachelor’s degree from a four-year university or college, preferably in Hospitality Management is preferred.
- In lieu of the degree, substantial private club or hospitality experience will be fairly considered.
- From the club industry, Certified Club Manager (CCM) designation is desired, but not required. If without such designation, a commitment to ongoing and lifelong learning and strong networking capabilities is critical. If outside of the traditional CMAA background, having verifiable professional development that provides confidence in one’s ability to lead a club and hospitality operation like EGYC.

## **EMPLOYMENT ELIGIBILITY VERIFICATION**

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

## **SALARY AND BENEFITS**

Salary is open and commensurate with qualifications and experience and befitting a club of the size and scope of the Eau Gallie Yacht Club.

## **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 in your LinkedIn Profile.

**Prepare a thoughtful cover letter addressed to Eau Gallie Yacht Club search committee/Steve Young, Search Chairman** and clearly articulate your alignment with this role and why you want to be considered for this position at this stage of your career, and why EGYC and the Indian Harbour Beach 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 with first Interviews expected in late July 2024 and the second interviews a short time later. The new candidate should assume his/her role in September.***

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

“Last Name, First Name - Resume” &

“Last Name, First Name - Cover Letter, Eau Gallie Yacht 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: [holly@kkandw.com](mailto:holly@kkandw.com)

### **Lead Search Executives:**

Samuel D. Lindsley  
Search & Consulting Executive  
216-509-2250 (Cell) – Cleveland, OH  
[sam@kkandw.com](mailto:sam@kkandw.com)

Thomas B. Wallace III, CCM, CCE, ECM  
Partner  
412-670-2021 (Cell) – Cleveland, OH  
[tom@kkandw.com](mailto:tom@kkandw.com)