



## **Assistant General Manager The San Francisco Yacht Club**

*Creating and protecting the warmest, most joyful community, embracing the volunteer spirit centered on the shared passion for boating.*

Founded in 1869, The San Francisco Yacht Club is the oldest Yacht Club on the West Coast and maintains one of the country's finest yachting facilities.

In every facet of the Club, we uphold our core values of *Excellence* by consistently striving to create the best member experience. *Leadership* through coaching, encouragement, respect and acting with integrity. *Passion* with sincere engagement with our members and staff. *Tradition*, where we honor our heritage and perpetuate our legacy. *Camaraderie* through embracing teamwork and collaboration. And finally, *Enjoyment* where we strive for smiles on everyone's faces – members, guests and staff. These values shape a culture where our staff feel valued, supported and inspired to bring their best selves to work each day.

The San Francisco Yacht Club's Assistant General Manager is a hands-on, service-driven leader with strong food and beverage expertise and a proven ability to manage high-performing teams. They are a visible presence around the Club, a strategic partner to the General Manager, and a mentor/coach to the staff.

The Assistant General Manager helps build a culture of accountability by establishing clear expectations, leading by example, and empowering staff while ensuring all Club standards are met. The Club is seeking a creative leader with strong emotional intelligence and a genuine passion for hospitality in order to be successful in this role. This role is responsible for ensuring that the wants and needs of Club members and guests are consistently exceeded through superior service and seamless daily operations. This individual will lead department managers and staff in creating a consistently polished and professional environment for all who visit the Club.

- 1298 Members
- Approximately \$9.8M Annual Gross Volume
- \$3M Annual F&B Revenue Approximately
- 70% A la carte - 30% Catering
- 49 FTE Employees | 20 Seasonal
- Club POS/accounting system: Northstar
- The Club is organized as a 501(C)(7) Corporation

**Summary of Position:**

Oversees all aspects of the Clubhouse and Cove House with particular focus on the Food and Beverage Department team. The Assistant General Manager (AGM) pursues methods to improve the departments' products, services, and sales. By engaging in on-going staff training, effective marketing and excellent communication, the AGM ensures all Club's Members, and their guests have an exceptional experience every time they visit the club. The AGM is also responsible for ensuring the cleanliness of all areas of the Clubhouse and Cove House.

**Directly Supervises:** Food & Beverage Manager, Front Desk Staff, and Housemen

**ESSENTIAL RESPONSIBILITIES:*****Managerial Functions***

- Function as club's general manager during his/her absence.
- Oversees staffing and general operating procedures; directs the work of department heads.
- Oversees daily clubhouse operations.
- Functions as an administrative link between departments.
- Maintains contact with club members and helps to assure maximum member satisfaction.
- Demonstrate appropriate analytical skills, attention to detail, organizational and project management skills.
- Knowledge of and ability to perform required role in emergency situations.
- Receives and resolves complaints from club members, guests and employees.

***Financial and Administration Functions***

- Assists in budget creation and monitors the budget and directs corrective action procedures as necessary to help assure that budget goals are attained.
- Monitors internal cost control procedures.
- Assists the General Manager in developing and implementing long-range (strategic) and annual (business) plans, operating reports, forecasts and budgets.
- Assists in developing the annual clubhouse operations and capital budget, in unison with General Manager, to ensure all maintenance/repair expenses, as well as Capital projects are properly budgeted.
- Makes recommendations for capital improvements, supplies and equipment working with other Directors and committees.
- Advises General Manager about the development and revision of club by-laws and policies; consistently enforces all policies.
- Ensures that all legal requirements are consistently followed.
- Researches new products and develops an analysis of their costs and benefits.

***Staff Management***

- Knowledge of management requirements for F&B, front desk, housekeeping, and security functions at the club.

- Plans and coordinates training and professional development programs for him/herself and club personnel.
- Monitors employee dress codes and member dress codes as applicable.
- Conducts training and other meetings with department staff.
- Counsels employees regarding grievances and complaints; directs problem correction where possible.

### ***Safety Management***

- Monitors safety conditions and employees' conformance with safety procedures; updates emergency plans and procedures and assures that effective training for these programs is conducted in all departments.
- Ability to develop and maintain awareness of occupational hazards and safety precautions; skilled in following safety practices and recognizing hazards.
- Reviews all accidents and works with HR in completing accident reports.
- Monitors labor; evaluates scheduled and actual labor hours and costs.
- Works with department heads to plan professional development programs for staff.
- May perform clubhouse opening and closing duties, including those related to security.

### ***Other General Duties and Behaviors***

- Demonstrates and role models leadership qualities by positive, respectful interactions with all, effective teamwork and collaboration, club policy adherence, and through fostering member relationships.
- Complete all other duties as assigned by the General Manager.

### ***Oversee the following departments and services:***

#### ***Food & Beverage (40%)***

- Oversees all FOH and Bartending service including a la carte, Catering and Club Events
- Effectively manages F&B Manager to ensure an exceptional member experience
- Manage F&B financials to budget with particular focus on FOH labor

#### ***Housemen (20%)***

- Responsible for overall cleanliness and appearance of all buildings, especially Clubhouse and Cove House.
- Ensures Housemen are properly trained and have all necessary tools and supplies.
- Creates and ensures Housemen are completing detailed cleaning schedules
- Ensures all Club and private events are properly set up and broken down

#### ***Marketing and Communications (20%)***

- Actively manages marketing and communication to members
- Ensures all events, specials and any other pertinent information is communicated through all appropriate channels including social media, SFYC App, In-house printed media, monitors, Bow

#### Wave and Bulletin

- Liaisons with JamiesonMae Communications for all print, digital and social media outreach ensuring consistent, timely, appropriate and accurate communication
- Liaisons with House Committee to ensure all communication/media policies are consistently followed
- Receives and appropriately acts on all House Committee feedback on ways to improve communication

#### **Member Services (10%)**

- Main point of contact for member inquiry regarding IT for website, social media and app access, new member orientation and candidate updates for proposers.
- Supports Board of Directors, Committee Chairs and Committee members with access and use of document retention software
- Liaisons with committees, specifically Member Engagement, New Wave and Youth, to create and develop new programs/offerings to improve member experience

#### **Front Desk/Ship's Store (10%)**

- Ensures Front Desk staff are properly managed to provide exceptional member experiences including FAQs, F&B reservations, and handling Letters of Introduction for SFYC members as well as reciprocal clubs
- Manages Ship's Store including purchasing decisions, inventory, displays and finances

**Compensation and Benefits:** The salary range is \$115,000 - \$125,000 (D.O.E.); we provide paid time off, paid holidays, healthcare benefits, and a 401(k) with employer matching contributions.

#### **QUALITIES, ABILITIES AND EXPERIENCE REQUIRED:**

- A minimum of 6 years of progressive responsibility in food and beverage industry required
- A minimum of 4 years of personnel management, preferably in a private club environment
- Experience in resolving customer issues/complaints as well as overall excellent customer service required
- Proficient in computer software including Microsoft Word and Excel
- Solid time management, organization and prioritization skills
- Proven ability to effectively build and foster a team environment
- Ability to make decisions in a fast-paced environment
- Ability to effectively communicate verbally and non-verbally with others
- Ability to prioritize, anticipate situations, and take quick action
- Ability to manage multiple projects and recommend/implement effective solutions
- Demonstrated commitment to customer service
- Excellent problem solving/decision making skills
- Ability to work independently and proactively in a fast-paced environment

#### **PHYSICAL REQUIREMENTS:**

- Required to stand for long periods and walk, climb stairs, balance, stoop, kneel, crouch, bend, stretch, and twist or reach.
- Push, pull or lift up 50 pounds.
- While performing this job, employee will be exposed to sunlight, heat, wet and/or humid conditions
- Maintains a professional appearance appropriate to position and as per Club policy
- Ability to climb on step stool or ladder in order to complete elements of the job or facilitate maintenance issues
- Fine motor skills

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*The San Francisco Yacht Club provides equal employment opportunities to all employees and applicants for employment and prohibits discrimination and harassment of any type without regard to race, color, religion, age, sex, national origin, disability status, genetics, protected veteran status, sexual orientation, gender identity or expression, or any other characteristic protected by federal, state, or local laws.*

*This policy applies to all terms and conditions of employment, including recruiting, hiring, placement, promotion, termination, layoff, recall, transfer, leaves of absence, compensation, and training.*