

GENERAL MANAGER/CHIEF OPERATING OFFICER PROFILE: BAY HARBOR YACHT CLUB BAY HARBOR, MI

THE GENERAL MANAGER/CHIEF OPERATING OFFICER OPPORTUNITY AT BAY HARBOR YACHT CLUB

The Bay Harbor Yacht Club (BHYC) seeks an accomplished, relationship-driven General Manager/Chief Operating Officer to lead one of the premier private clubs on the Great Lakes.

BHYC is a vibrant, member-owned club defined by hospitality, exceptional dining, family traditions, wellness, boating culture, and a highly engaged membership. The Club is entering an important period of strategic evolution — balancing operational excellence, long-term capital planning, strong governance, and continued enhancement of the member experience.

The next General Manager must be more than an operator. This individual must be a trusted leader capable of strengthening organizational culture, elevating hospitality standards, maintaining financial discipline, and building a cohesive leadership team aligned around service excellence.

The ideal candidate will bring a proven track record within private clubs, hospitality, luxury service, or destination environments where member expectations are high and attention to detail matters.

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

ABOUT BAY HARBOR YACHT CLUB

Bay Harbor Yacht Club serves as the social center of the Bay Harbor community, offering exceptional facilities, programs, dining, wellness, social engagement, and family-oriented experiences. BHYC's mission is to deliver exceptional services, programs, and facilities that create meaningful connections among members, family, and friends. The Club places high value on a strong hospitality culture; financial sustainability, high-quality Food & Beverage programming, member engagement and communication, professionalism and operational excellence, long-term stewardship of Club assets, collaborative governance between Board and management, and enhancing members' lifestyles through sports, fitness, boating, education, and socialization.

BAY HARBOR YACHT CLUB BY THE NUMBERS:

- 1995 Established, Member Owned since 2001
- Approximately 725 Members at present, with several more to come, with mandatory membership in various residential parcels that make up the greater Bay Harbor community
- Approximately a \$10.0M Gross volume
- Approximately \$5.7M Annual dues volume
- An initiation fee of \$45,000 - \$55,000
- Annual dues of \$10,240
- Capital dues of \$1,500 annually
- Approximately \$3.2M F&B revenue, with much of it from Memorial Day to Labor Day
- Over 160 Employees (FTE) in season; 66 Employees (FTE) off season, with a number of H2B staff in season
- There are 11 Board Members serving three-year terms
- The Club is structured as an IRS Section 277 for-profit entity

BAY HARBOR YACHT CLUB WEBSITE: www.bayharboryc.com

GENERAL MANAGER/CHIEF OPERATING OFFICER POSITION OVERVIEW

The GM/COO serves as the Chief Operating Executive of Bay Harbor Yacht Club and is responsible for the successful leadership, administration, and operation of all Club activities. Reporting directly to the Board of Directors, the GM/COO

works in partnership with the Commodore, Executive Committee, Board Committees, and senior leadership team to ensure alignment between strategic direction and operational execution. The General Manager is primarily responsible for: Delivering an exceptional member experience, leading a strong and healthy organizational culture, ensuring financial stewardship and operational discipline, elevating food & beverage quality and consistency, building and mentoring an effective leadership team, maintaining and enhancing Club facilities and amenities and supporting governance while respecting Board and management boundaries.

CRITICAL LEADERSHIP PRIORITIES

The next General Manager will be evaluated heavily on demonstrated success in the following areas:

Financial Stewardship & Operational Discipline

The Club seeks a leader who understands the unique economics of private clubs and can balance exceptional member experience with long-term financial sustainability. The successful candidate should demonstrate:

- Strong fiscal responsibility and budget accountability
- Experience managing operating budgets, forecasting, and capital planning
- Ability to partner effectively with Finance Committees and Boards
- Comfort operating within a member-owned, governance-driven environment
- Understanding of reserve planning, infrastructure needs, and long-term asset stewardship
- Data-driven decision making supported by clear communication

This individual must appreciate that successful clubs operate differently from traditional hospitality businesses and must align financial discipline with member value.

Food & Beverage Excellence

Food & Beverage is a defining component of the Bay Harbor Yacht Club member experience. The Club seeks a leader who deeply understands that dining quality, service consistency, wine and beverage programming, and hospitality execution directly influence member satisfaction and retention. The successful candidate should demonstrate:

- Proven success in elevating dining experiences within private clubs or luxury hospitality environments
- Strong understanding of culinary operations and service standards
- Appreciation for hospitality detail, presentation, and ambiance
- Ability to partner effectively with culinary leadership and dining committees
- Commitment to consistent quality execution across venues
- Understanding of balancing member expectations with operational realities

The ideal candidate recognizes that Food & Beverage is not merely an operational department — it is a critical member touchpoint and core driver of Club identity.

Team Leadership & Organizational Culture

Bay Harbor Yacht Club seeks a leader capable of building trust, alignment, accountability, and stability throughout the organization. The successful candidate should demonstrate:

- Strong emotional intelligence and leadership presence
- Proven success in building and mentoring high-performing leadership teams
- Ability to attract, retain, and develop talent
- Commitment to creating a positive workplace culture
- Strong communication and listening skills
- Collaborative leadership style that encourages transparency and accountability
- Experience in reducing silos between departments and strengthening teamwork

The Club is looking for a culture-builder who creates alignment rather than friction — it is a critical member touchpoint and core driver of Club identity.

Member Experience Enhancement

- The Club seeks a leader who understands the importance of providing meaningful member lifestyle enhancements.
- Extensive knowledge and experience with fitness modalities, equipment, and programming.
- Strong understanding of operating and maintaining sports facilities and fitness centers.
- Experience with providing resort-level recreation amenities centered around pools and beach.
- Extensive knowledge and experience with operating and maintaining boating facilities as well as developing member programming centered on water and boating safety, cruising and sailing competition.

- Experienced in creating member programming focused on physical and mental health, building relationships, personal growth, and the pursuit of lifestyle enhancing hobbies.

Seasonal Club or Resort Experience

Because Bay Harbor Yacht Club operates within a highly seasonal environment, experience leading a seasonal private club, resort, destination property, or hospitality operation is strongly preferred. The Club's operating rhythm requires leadership that understands:

- Seasonal staffing and recruiting challenges
- Member expectations that intensify during peak months
- Managing high-volume service delivery during compressed seasonal windows
- Off-season planning, budgeting, maintenance, and strategic preparation
- Balancing year-round culture with seasonal operational demands
- Workforce housing, transportation, and employee retention considerations common in destination markets

Candidates who have successfully led seasonal organizations often demonstrate stronger planning discipline, staffing agility, and operational foresight — all of which are highly relevant to BHYC's environment.

KEY RESPONSIBILITIES

Leadership & Culture

- Lead and inspire a professional, service-oriented team
- Establish clear expectations, accountability, and performance standards
- Develop leadership bench strength and succession planning
- Promote a respectful, collaborative workplace culture
- Foster employee engagement and retention

Member Experience

- Maintain a visible and accessible presence within the Club
- Build strong relationships with members and committees
- Ensure consistent delivery of exceptional service
- Address member feedback thoughtfully and proactively
- Balance tradition with innovation

Financial Management

- Develop and manage annual operating and capital budgets
- Maintain appropriate controls and financial reporting
- Support long-term capital planning and reserve stewardship
- Collaborate with Board and Finance Committee on financial strategy
- Ensure responsible allocation of Club resources

Food & Beverage Oversight

- Support excellence in culinary execution and hospitality standards
- Ensure consistency across dining venues and experiences
- Partner with dining leadership to refine offerings and service delivery
- Monitor quality, satisfaction, and member engagement

Facilities & Operations

- Ensure Club facilities remain well-maintained and reflective of member expectations
- Support long-range planning for capital improvements
- Oversee safety, security, technology, and infrastructure priorities
- Ensure operational readiness across all departments

Governance Partnership

- Maintain a strong partnership with Board leadership
- Respect governance-management boundaries
- Support committees through transparency and communication
- Prepare concise, accurate reporting for Board meetings
- Align operations with strategic priorities

Candidate Qualifications

The ideal candidate will possess:

- General Manager or senior hospitality leadership experience within a private club, luxury hospitality, resort, or member-based environment
- Demonstrated leadership in Food & Beverage operations
- Proven financial acumen and budget management experience
- Strong people leadership and culture-building skills
- Experience working effectively with volunteer boards and committees
- Excellent communication and presentation skills
- High emotional intelligence and relationship management capabilities
- Strong operational background with attention to detail

Preferred:

- Experience in yacht clubs, country clubs, destination clubs, or high-end resort environments
- Multi-department operational leadership experience
- Capital project or facilities oversight experience

Leadership Characteristics

The ideal candidate will be:

- Member-centric
- Financially disciplined
- Hospitality-minded
- Team-oriented
- Calm under pressure
- Highly visible and approachable
- Detail-oriented
- Strategic yet operationally grounded
- Collaborative with Board and committees
- Strong communicator and listener

Success Measures

The General Manager's success may be measured through:

- Member satisfaction and engagement
- Staff retention and culture health
- Dining quality and service consistency
- Budget performance and fiscal discipline
- Leadership team stability
- Facility condition and capital execution
- Board communication and governance partnership

Closing Statement

Bay Harbor Yacht Club seeks a leader who understands that private clubs succeed through people, culture, hospitality, and stewardship. The ideal candidate will be someone who builds trust, elevates standards, develops strong teams, and delivers consistently exceptional member experience while protecting the Club's long-term health and mission.

EMPLOYMENT ELIGIBILITY VERIFICATION

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

SALARY AND BENEFITS

Salary is open and commensurate with qualifications and experience. The club offers an excellent bonus and benefits package, including association membership.

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; it should be used on your LinkedIn Profile.

Prepare a thoughtful cover letter addressed to the **BHYC Search Committee** and clearly articulate why you want to be considered for this position at this stage of your career and why Bay Harbor Yacht Club and the Bay Harbor, MI 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 June 8, 2026. Candidate selections will occur later that month, with first interviews expected after the July 4th holiday and final interviews before the end of July. The new candidate should assume his/her role as soon as reasonably possible, Fall 2026.

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

“Last Name, First Name - Resume” &

“Last Name, First Name - Cover Letter – BHYC”

(These documents MUST 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 Patty Sprankle: patty@kkandw.com

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