

Candidate Position Specification



Position: General Manager

Reports to: [Senior Vice-Commodore](#)

Location: 30 Ashbridge's Bay Park Road, Toronto

Website: www.abyc.ca
[Instagram](#)
[Facebook](#)

About the Club:

Ashbridge's Bay Yacht Club (ABYC) is a not-for profit, self-help club focused on sailing, with ~300 voting members (and their families), and a similar number of associate and junior members. Most activities are planned and executed by members, including on-the-water, social, boat launch and haul out, and a significant amount of facility maintenance.

The club is very busy April to October, from the preparation for launch through the boating season to preparation for haul out and winterization. From November to March, activities are limited to social and maintenance, and staffing levels are reduced accordingly.



The Role:

Reporting to the Senior Vice Commodore (SRVC), the General Manager (GM) is responsible for overall management of all aspects of the Club's activities, both the marine and shore side, and ensures outstanding service and member and guest satisfaction.

The General Manager is a strong leader responsible for the efficient operations, staffing, day to day financial management and operating procedures, practices and initiatives as necessary to keep the club running efficiently.

Responsibilities:

- Oversees and responsible for ongoing safety, security, cleanliness, and maintenance of all Club grounds, property, equipment and facilities
- Manages office and yard staff, and any occasional contractors, including scheduling and performance management. Indirectly may provide supervision to Sailing School staff in the absence of the Director, Sailing School. Upon consultation with the SRVC and/or the HR committee, has responsibility for HR issues for the staff they directly manage (hiring, outplacement, benefits, compensation, etc.), and for engaging contractors
- Responsible for staff performance and development objectives and measures progress against these through periodic evaluations (formal and otherwise)
- Together with the Vice Commodore Member Services, manages the Food and Beverage contractor, and is responsible for working with F&B senior manager on day-to-day operations and ensuring that the club's F&B objectives are met
- Prepares and monitors the operating and capital budgets for the office and house (building) for approval by the Board, and provides advice/input on other budgets
- Expend monies and make financial commitments after consultation with the appropriate board member or committee chair, on behalf of the club within the budget and approved limitations and financial controls. Authorizes expenditures in keeping with the capital and the operating budget after prior approval by the appropriate board member, observes and corrects cash flow; approves invoices for payment
- Coordinates, submits and manages annual employment grant application on behalf of the club
- Manages the purchasing process and monitors compliance with purchasing policies, procedures and financial controls, for all areas of the club. Works with internal and external auditors as required
- Manages external vendor contracts and relationships (e.g. insurance, snow removal, waste management, building maintenance, HVAC, etc.)



Responsibilities (continued):

- The GM is responsible for ensuring that members, staff and visitors abide by the club policies and rules, and all applicable Health/Safety/Employment standards and regulations
- Reports to the SRVC repeated or serious member infractions as well as any written complaints or incidents, for possible disciplinary follow-up
- Provide guidance to or discipline of staff as required; where appropriate and after consultation with HR and/or SRVC, suspend or terminate staff who report to GM
- Develops or recommends changes to policies, procedures, plans, by-laws, and programs governing all of the club operations
- Responsible for the maintenance, recording and reporting of financial and membership records for the Club
- Responsible for the monitoring of financial and operating procedures for visiting vessels at ABYC
- In cooperation with the senior manager F&B and the Vice Commodore Member Services, promotes ABYC to potential organizations and corporations who may be seeking to rent our facility for events they may be planning
- Represents ABYC at the Club Managers Association and other sailing club GMs to keep abreast of current information and developments in the field or related regulatory affairs
- Represents and promotes the club to potential members, and is able to explain the different membership types and programs
- Maintains regular communications with Board members and their committees regarding operational and tactical issues
- Prepares monthly status reports for the benefit of the Board of Director. Attends operational and/or board meetings as invited
- Manage all aspects of the club's activities, including F&B, so as to insure, over the long-term, maximum membership satisfaction while complying with budget



Key Relationships:

- Reports to the Senior Vice-Commodore (SRVC)
- Collaborates with members of the Board and Committee Chairs (e.g. Membership, Sailing, Cruising, Harbour, Launch & Haul-out, Entertainment, etc.) on implementing their plans and programs
- Collaborates closely with director of Junior Sailing School (JSS) and chief instructor to ensure premises and equipment safely support these core operations
- Collaborates with Safety and Bylaws Committee Chairs to ensure our processes and documentation are followed and updated as required
- Collaborates with Finance Committee to ensure that budget is set properly and financial controls are in place and followed
- Directly manages caterer's F&B senior manager, office staff and yard staff to ensure that work is properly prioritized and executed professionally
- Interfaces with members to resolve member issues or compliments about staff, service, billing or facilities
- Engages with members and staff as appropriate if there is a noncompliance with any club bylaw or policy, or governmental policy or regulation
- Assists club visitors as required to ensure they feel welcome and their needs are met
- Represents and promotes the club to potential members through external channels and individual tours of the club

Hours of Work Expected:

- Regular work schedule during boating season (April to October) is Tuesday to Saturday. In the off season, workdays can be flexible (currently Monday to Friday)
- It is expected that the GM would take majority of vacation during the off-season
- There is a 7-10 day club shutdown spanning Christmas



Key Skills and Background Experience:

- Experience managing staff, developing administrative budgets, managing contracts, developing and managing against policy related to a variety of administrative, human resources, information systems and operations management
- Ability to manage individual and team performance by setting goals and standards, evaluating performance and correcting where applicable
- Ability to manage programs effectively by anticipating needs and operational implications, including planning, operations, budgeting, implementing and evaluating results
- Ability to quickly identify, analyze and evaluate operational problems or issues, recommend and implement appropriate solutions
- Ability to organize and manage projects, adapting as needed to changing priorities and deadlines, emerging issues, impacts of decisions, competing and conflicting demands, and to keep staff, colleagues and the membership informed
- Strong, well developed interpersonal skills with both adults and children. Diplomatic and positive approach
- Good leadership skills and ability to work with minimum supervision
- Strong customer service experience and customer oriented mindset
- A great communicator (verbal and written)
- Flexible and co-operative management style
- Likes the challenge and rewards of a role requiring a broad skillset
- Organized approach with good attention to detail
- Willing and able to be hands-on when required
- Strong ability and focus on “getting things done”; good work ethic
- Takes personal pride in maintaining property, grounds, and equipment
- Post secondary degree/diploma is highly desirable, preferably in Business or Hospitality Management or substantial private club or hospitality experience
- Basic understanding of accounting would be valuable
- Minimum of five years progressive leadership and management experience gained ideally within a complex, hospitality environment
- Certified Club Manager (CCM) designation would be considered an asset
- Technology literate: Must have good Microsoft Office and email skills and the ability to learn other systems (e.g. video security monitoring; security gate control; audio / visual equipment; etc.)
- Knowledge of the Jonas software application would be a positive
- Experience with boats, machinery, and water-oriented recreation would be a positive





To learn more, contact:

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