

MPYC General Manager Job Description

Job Title: General Manager

Exempt: Exempt

Reports to: Commodore

Summary: The Monterey Peninsula Yacht Club is a non-profit, mutual benefit corporation with an active membership body. The purpose of the Club is to promote yachting, develop and sponsor yacht racing, promote proper stewardships of the Monterey Bay, and promote an environment for the longevity of these purposes. The Clubhouse includes a bar and a galley (kitchen) which provides meal service on Wednesday – Sunday as well as private and special events throughout the year.

The General Manager is responsible for managing the day-to-day operations of the Monterey Peninsula Yacht Club (MPYC) to include: Management and general upkeep of the clubhouse (House), food and beverage service (Bar and Galley) and personnel management. In consultation with the Commodore or the appropriate committee chair, the General Manager is the initial point of contact for members and their guests, reciprocal and other visitors, the public, city inspectors, service and purveyor representatives and contracted service companies. The General Manager reports directly to the Commodore, and is under the jurisdiction of the MPYC Bar and Galley and House Committee Chairs and the Board of Directors.

Work Schedule: As the General Manager is the primary contact for all who enter the club, it is important to structure a work schedule that accommodates on-site office hours, shopping and errands, meal service, and purveyor deliveries. The manager's work schedule may vary throughout the year, with more activity during racing seasons and holidays.

Essential Duties and Responsibilities

General Club Management

- Establishes and maintains regular, on-site office hours to include meal service times, supervision of staff, purveyor deliveries, etc.; Establish days off
- In consultation with Bar and Galley committee and Commodore, reviews, revises, and posts work schedule to adapt to changing circumstances, including race and holiday seasons, at least once yearly.
- Works with other committee chairs as requested to ensure integration and coordination of activities.
- Organizes and executes purchasing and acquisition for bar and galley operations, general maintenance, and daily operations in collaboration with the appropriate committee chair.
- Budgets for purchasing, compares prices from online and brick and mortar vendors, and manages delivery and inventory of product and supplies.
- Attends Board of Directors' meetings and provides necessary/required reports as requested.

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- Handles routine correspondence, requests, and inquiries between members, guests, and the public; refers non-routine issues to the Commodore.
- Ensures that all services and interactions with members, guests, and the community are conducted in a highly professional, attentive, enthusiastic, and efficient manner.
- Other managerial duties as assigned.

House Operations

- Ensures compliance with MPYC, local, county, state, and federal health, fire and safety regulations and, ensures that fire extinguishers, fire alarms and other safety and protective gear is maintained in good order.
- Routinely inspects the premises, to include furnishings, decks, docks and exterior; arranges for minor repairs; reports issues requiring professional help to the House Chair/Bar and Galley Chair for resolution.
- Works with House Chair to develop an operating budget and monitors costs to ensure that budget goals are met.
- Keeps records of maintenance and cleaning costs and provides the House Chair and Bookkeeper with information/reports as required.
- Maintains the highest standards of cleanliness, organization, and efficiency and reports inefficiencies to the House Committee Chair.

Bar and Galley Operations

- Works with Bar and Galley Chair to develop an operating budget and monitors costs to ensure that budget goals are met.
- Keeps records of bar and galley costs and provides Bar and Galley Chair with information/reports as required.
- Works with the Bar and Galley Chair to develop and implement policies and procedure for food and beverage operations.
- Uses a Point of Sale (POS) system to maintain accounts receivable (member) files, records of sales, and generation of reports to the Bar and Galley Chair and Bookkeeper as required.
- Audits, records and secures daily cash and credit card receipts; prepares and makes bank deposits on a weekly schedule.
- Maintains inventory of bar and galley items and keeps accurate and complete inventory records.
- Supervises ordering, purchasing, receipt, and storage of new and/or replacement bar and galley food items. To the greatest extent possible, schedules purchasing trips to coordinate with office and food service hours.
- Works with the Bar and Galley Chair, and lead cook, to provide fresh and innovative food menu items and ensure that sales of these items are maintained in the POS.
- Routinely inspects and maintains bar and galley equipment in good order; reports issues requiring professional help to the Bar and Galley Chair.

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Personnel Management

- Ensures compliance with all MPYC, local, state, and federal personnel management regulations, and that accurate and complete employee records are maintained accordingly.
- Advertises for, interviews, selects, and makes recommendation to the Commodore and the Bar and Galley Chair regarding hiring new employees.
- Establishes performance standards for bar and galley staff, conducts annual performance reviews, and makes recommendations to the Commodore and the Bar and Galley Chair for salary and/or job description adjustments.
- Supervises weekly bar and galley staff schedules and ensures that accurate time cards are submitted to the bookkeeper for preparation of payrolls.
- Trains employees regarding customer service, safety, hazardous materials, sanitation and accident prevention principles

Supervisory Responsibilities. Directly supervises up to 12 or more employees. Carries out all supervisory responsibilities in accordance with Club policies and this job description.

Qualifications. To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. Requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential duties.

Education and/or Experience. This position requires a Bachelor's degree from a four-year college or university, or an Associate degree from a two-year college or technical school and five years of related experience at a private club or resort. Additional and related experience in hospitality industry and/or club management may off-set requirement for a formal degree.

Language Skills. This position requires excellent spoken and written English communication skills including: ability to read and interpret documents; communicate with vendors; ability to write routine reports and correspondence and; the ability to speak effectively before groups of members, guests, and employees. Proficiency in Spanish is desirable.

Technical Skills. Ability to add, subtract, multiply, and divide numbers and to work with units of US dollars, weight, volume, and distance measurements. Knowledge of and proficiency in use of Maitre'd or equivalent Point-of-Sale system, Microsoft Excel, Microsoft Word, Google Docs, Google Sheets, G-mail and other mainstream email clients, Google forms, basic web-based data input for online calendar and newsletter programs, and Microsoft Windows software. Use standard automated tools, to include: spreadsheets, word processing, electronic time keeping, Internet, and e-mail applications.

Equipment Expertise. Ability to operate general equipment associated with the dining room, galley, and bar. Knowledge of, or the ability to research, operational instructions for the use

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and maintenance of hardware including but not limited to: personal computers, computer and POS printers, time clock, kitchen equipment, kitchen ventilation equipment, grease traps, on-demand water heaters, bathroom toilets, soap dispensers, towel dispensers, soda fountain equipment, ice machine filters, Co2 systems, and draught beer systems.

Reasoning Ability. Ability to interpret and implement procedures to comply with Club, local, State, and federal laws pertaining to employee management and providing a safe and sanitary Clubhouse environment. Must deal with problems and emergencies in an efficient and timely manner.

Certifications/Licenses/Registrations/Record Checks. Valid ServSafe Food Protection Manager Certification and TIPS Certification for the service of alcohol is required. Must possess a valid Class C driver's license. Must pass a pre-employment physical, drug screen and TB Test. Must obtain a criminal record clearance check. TIPS Certification for the service of alcohol is required.

Physical Demands and Environmental Conditions. Working conditions described here are representative of those that must be met by an employee to successfully perform essential functions. Variations in conditions may occur under certain circumstances.

Environment

- Approximately 80% of the time performing job duties is spent indoors, in the office, kitchen, bar, bathrooms, and Clubhouse.
- While performing the duties of this job, the Club Manager may be required to work near stoves, ovens, refrigeration and freezing equipment, and kitchen tools including but not limited to: slicers, knives, microwave ovens, dishwashers, etc.
- Noise level in the work environment is moderate to high.

Physical Demands

- Continuously (75-100%): Use hands to finger, handle or feel objects, tools, or controls; see (including close vision, distance vision, peripheral vision, depth perception, and the ability to adjust focus); hear and speak; key (i.e., computer, calculator, telephone); reach, climb, balance, stoop, kneel, and lift (up to 60 pounds).

Machines, tools, and equipment

- Seldom (1-10%): automobile
- Occasionally (1-30%): stove, oven, kitchen and bar tools and equipment
- Continuously (80-100%): Computer, copier, fax, writing instruments, telephone, POS system, cash register, etc.

Travel

- This job requires routine travel within close proximity to the Yacht Club Manager is required to submit valid drivers' license and proof of vehicle insurance annually.

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Performance Evaluation. As detailed in the *MPYC Employee Handbook*, formal (summative) performance reviews and evaluations are conducted on a regular basis, usually on the manager's date of hire anniversary. In addition, informal (formative) evaluations will be conducted on an ongoing basis, at least quarterly. Evaluative input may be received in the form of observations by Bar and Galley Chair, House Committee Chair, Commodore, Flag Officers, Board of Directors, and individual guest comment cards. Performance reviews will be conducted by the Commodore, with the Bar & Galley Chair in attendance.

Signature of Approval

Commodore: _____ Date: _____

Acknowledgement & Receipt

I acknowledge that I have received, read, and sought clarification of any questions I have about the content of this job description. I further understand that, in order for the Club to retain necessary flexibility to meet organizational needs, this job description may be modified from time to time.

Employee: _____ Date: _____