

Job Description: General Manager

Location: West Vancouver, BC

Salary Budget: \$150,000 - \$175,000 base + performance-based bonus

Reports to: Board of Directors

About the West Vancouver Yacht Club

The West Vancouver Yacht Club (WVYC) is one of Canada's premier yacht clubs, offering an exceptional member experience across boating, dining, social, and youth programs. With over \$20 million in capital assets and a strong volunteer spirit, WVYC prides itself on its vibrant community, stunning waterfront facilities, and leadership in marine recreation.

Position Summary

The General Manager (GM) is the senior executive responsible for strategic and operational leadership of the Club. Reporting to the Board of Directors, the GM oversees a broad portfolio including events and hospitality, marine facilities, finance, boating and sail training and competition, and capital project management. The successful candidate will be a people-first leader with proven experience managing complex assets, driving operational excellence and fiscal responsibility, and cultivating a high-quality member experience.

Key Responsibilities**Strategic and Operational Leadership**

- Oversee all aspects of Club operations, including F&B, marina, sail training programs, events, and facilities as well as ensuring full support for member-led volunteer initiatives
- Supports the building of community and engagement within the club membership
- Develop and execute strategic and operational plans that align with the Club's goals and financial budgets.
- Provides continuity and support to the Board with respect to assessing capital needs and support planning for sustainable capital reserves and asset investment.
- Ensure quality and operational integrity.

People & Culture

- Lead a committed team of managers and staff with a focus on collaboration, delegation, development and accountability.
- Build a strong organizational culture that attracts and retains talent and engaged volunteers.
- Drive change management initiatives to elevate people, systems, processes, and service to deliver a strong member experience.

Stakeholder Relationships

- Represent the Club in dealings with the District of West Vancouver, Port of Vancouver, Islands' Trust, Provincial Government and other external stakeholders.

Financial Management

- Manage Club finances, cash flow, and cost control in partnership with internal accounting staff.
- Ensure timely and accurate financial reporting, budgeting, and performance monitoring.
- Use KPIs and benchmarking to support continuous improvement and organizational discipline.

Member & Guest Experience

- Deliver an outstanding member experience across all touchpoints — dining, events, youth programming, administration and marine services.
- Oversee large-scale event execution and seasonal operations with high service standards.
- Promote the Club's value proposition and engage in member retention and new member recruitment.

Facilities & Asset Management

- Lead strategic and operational management of over \$20 million in physical assets.
- Ensure proactive safety planning, maintenance, capital planning, and compliance with government and marine regulations.

Governance & Board Relations

- Serve as the key liaison to the Board of Directors, providing transparent reporting, strategic counsel, and continuity over the years.
- Work effectively within a volunteer board governance model, including annual board transitions.
- Work closely with the Commodore and Vice Commodore to provide strong board and management leadership to the club

Qualifications

- Minimum 5 years of senior leadership experience in a similar setting (private club, resort, hotel, or comparable hospitality environment) including profit and loss accountability.
- Proven people leadership skills in active and diverse, multi-service environments requiring strong operational management given competing priorities.
- Strong understanding of capital asset management and strategic capital planning.

- Demonstrated ability to manage financial operations, reporting, and cost controls to deliver on business outcomes.
- Experience working with or reporting to a Board of Directors within a governance structure.
- Strong background in event execution, food and beverage operations, and service quality.
- Experience with facilities, marine, or yacht club operations is considered an asset.
- Post-secondary education in business, hospitality, or a related field preferred.
- Certified Club Manager (CCM) designation is considered an asset.

Interested applicants please apply directly to: <https://apply.workable.com/j/9AF1AD6126>