



ASSISTANT GENERAL MANAGER

Job Description

Position Title: Assistant General Manager

Reports to: General Manager

Classification: Full-Time, Exempt

About the Carolina Yacht Club

Founded in 1853, Carolina Yacht Club (CYC1853) is a member-owned private yacht club on Wrightsville Beach, NC. The club boasts sound and oceanfront properties for members' enjoyment and offers a vibrant sailing culture with racing and recreational sailing opportunities. CYC1853 provides an active, family-friendly atmosphere where members, their spouses, and children can socialize, relax on the beach, swim, and participate in various watersports and club activities.

POSITION SUMMARY

The AGM is responsible for leading efforts to enhance member satisfaction, managing club operations, and overseeing membership-related functions at Carolina Yacht Club. This role manages the Club Store, supervises event and bar staff, coordinates membership party rentals, assists with billing, and provides direct support to members. The position serves as a key leader supporting the General Manager in maintaining high-quality club experiences.

KEY RESPONSIBILITIES

Membership Services & Operations

- Lead initiatives to enhance membership satisfaction and ensure high-quality experiences
- Manage data analysis, documentation, trend reporting, and process optimization

- Manages new member proposal and voting process in coordination with the Club Purser
- Support billing operations and oversee Junior Associate Sailing (JAS) memberships
- Coordinate with cross-functional teams on membership initiatives
- Develop and maintain relationships with members, stakeholders, and vendors
- Address and resolve member feedback to improve Club services
- Ability to assume General Manager responsibilities when General Manager is away

Club Store Management

- Oversee Club Store operations, including inventory, merchandising, and member services
- Manage ordering and inventory control for food, drinks, novelties, and clothing
- Maintain professional standards across all store activities

Rental Unit Management

- Oversee membership housing rentals and third-party housekeeping services
- Ensure rental units are properly maintained, stocked, and prepared for members

Staff Supervision

- Manage hiring, training, scheduling, and development of Club Store and Cleaning Staff
- Supervise the Part-Time Social Events Coordinator, Housekeeping Associate(s), and Bar Manager
- Collaborate with the Food & Beverage Manager on service standards

Event Management

- Manage membership party rentals (excluding weddings), including all logistical elements
- Coordinate membership wedding rentals with wedding planner
- Assist in planning and executing membership events
- Support regattas and social functions as directed

Administrative & General

- Utilize database and spreadsheet applications for data analysis and project management
- Support policy enforcement and facility maintenance

- Support the Club's systems mindset by following established workflows, developing documentation when needed, and ensuring existing documentation is maintained and accurate
- Stay current on industry trends and best practices

QUALIFICATIONS

Required

- Strong leadership and organizational skills with staff supervision experience
- Prior experience in private club or hospitality environments
- Proficiency with database and spreadsheet applications
- Excellent communication and interpersonal skills
- Strong organizational and problem-solving abilities, with the ability to manage multiple tasks
- Ability to manage multiple tasks and solve problems effectively

Preferred

- Experience in data analysis, documentation, and process optimization
- Knowledge of accounting and financial reporting
- Experience with Google Workspace and Microsoft 365
- Experience with retail operations and inventory management
- Experience with JONAS and JOLT
- Knowledge of sailing program and regatta management

PHYSICAL REQUIREMENTS

To successfully perform the duties of this job, the associate must meet certain physical requirements. They will frequently be required to walk, sit, talk, and hear. Occasionally, they will need to use their hands to handle objects, tools, or controls, as well as reach with their hands and arms. The role may also require occasional climbing, balancing, stooping, kneeling, crouching, or crawling. Additionally, the associate must be able to lift and move up to 100 pounds as needed. Specific vision requirements for this position include close vision, color vision, and the ability to adjust focus.

For more information on how to apply for the job, contact:

Kevin Smith, General Manager

Telephone: 910-256-3396 ext. 103

Email: gm@carolinayachtclub.org