



Lady Caroline is currently hiring for a **General Manager**. This position is full-time, salaried.

Lady Caroline offers a unique opportunity to experience “The Land” from the water, cruising Lake Erie and the Cuyahoga River while traveling under historic jackknife bridges and taking in the downtown Cleveland skyline. All regular lunch, brunch and dinner cruises include a freshly prepared buffet and entertainment, while themed events can include dockside happy hours, murder mystery productions, wine tastings and concession-based dining options. Lady Caroline docks at the Nautica Waterfront District in downtown Cleveland with convenient employee parking.

We are seeking a hands-on General Manager (GM) to lead operations, overseeing up to 80 team members per season. The GM will ensure exceptional guest experiences, strict regulatory compliance and prosperous financial performance. This role reports to the Executive Vice President and works in tandem with Port Captain.

**Our employees are supported with a comprehensive benefits program that include the following:**

- Comprehensive benefits plan
- Matching 401(k) program after 90 days
- \$200 referral bonus
- Ongoing learning and development programs
- Work towards your future advancement within the company—most of our supervisors and managers are promoted from within

#### **Essential Functions**

- Lead and guide up to 80 employees per season, including Captain, Assistant Captains, Boat Crew, Office Manager, Sales Team, Restaurant and Kitchen Staff.
- Ensure Captain and Crew adhere to all Coast Guard regulations and requirements; maintain up-to-date safety and compliance standards.
- Oversee and manage all aspects of daily operations to deliver high-quality guest experiences and service excellence in accordance with company standards, policies and procedures.
- Develop, monitor and adjust the annual budget, managing costs, revenue and resource allocation to meet financial targets.
- Collaborate with Sales and Marketing to increase restaurant, charter, and event sales, maximizing bookings and capacity utilization.
- Responds to guest questions, taking prompt and appropriate action to resolve problems and ensure guest satisfaction is maintained.
- Establish and maintain robust training programs; supervise onboarding, ongoing development, and performance expectations and evaluation for all management, sales and restaurant personnel.
- Manage schedules and ensure that ship is properly staffed.
- Implement and enforce health, safety and sanitation standards across all departments in accordance with company policies and OSHA standards.
- Monitor operational metrics, addressing issues promptly and maintaining comprehensive records for audits and reporting.
- Manage restaurant P&L to optimize manageable profit, control COGS, Labor and Controllables.
- Exercise good judgment in decision making and reporting issues to Executive Vice President.
- Perform all other duties and responsibilities as requested by Executive Vice President.

### Key Responsibilities

- Create and execute an annual business plan with clear revenue, guest experience and growth targets.
- Lead cross-functional teams (Vessel Operations, Sales, Food & Beverage, Administrative) to ensure seamless, coordinated operations.
- Drive recruitment, retention, and professional development strategies to build skilled, engaged staff.
- Oversee menu planning, beverage program, supply chain and inventory management, optimizing costs without compromising quality.
- Ensure compliance with labor laws, health codes and safety protocols.
- Prepare, analyze and present periodic reports on performance, forecasts and strategic initiatives to upper management
- Lead guest-relations initiatives, quality control and incident/issue resolution with a focus on guest safety and satisfaction.
- Manage off-season activities related to sales operations, staff development and strategic planning.

### Requirements

- 3–5 years of experience as General Manager in Hospitality Services
- Bachelor's degree or equivalent training
- Demonstrated leadership of large, diverse teams; strong financial acumen; and proven ability to manage high-end guest experiences
- Strategic leadership
- Preferred experience in the hospitality, hotel or fine dining industry
- Knowledge of Coast Guard regulations and maritime safety standards a plus
- Knowledge of RocketRez online reservation system a plus
- Able to obtain a Transportation Worker Identification Credential (TWIC card)
- Ability to obtain Level 1 Food Safety training
- Excellent verbal and written communication skills
- Microsoft Office and Excel knowledge
- Identification that establishes identity
- Identification that establishes the right to work in the United States

**About Lady Caroline:** Reset, relax and rediscover Cleveland aboard Lady Caroline. The 4-deck ship with onboard entertainment and freshly prepared meals is the best way to experience the Northcoast. Sweeping skyline views offer a new perspective on historic bridges and iconic landmarks. Every Lady Caroline lunch, brunch, dinner, special event or charter cruise is a celebration. For tickets and information, visit [ladycaroline.com](http://ladycaroline.com).

**About Jacobs Entertainment:** Jacobs Entertainment, Inc. is a developer, owner and operator of gaming and entertainment facilities across the United States. Core to the company's value is our commitment to ethical leadership, outstanding training, and open employee communication. [jacobsentertainmentinc.com](http://jacobsentertainmentinc.com)