

Job Description: General Manager



Direct reports

The General Manager reports directly to the Board of Directors.

Job Purpose

The General Manager will be responsible for coordinating and overseeing all aspects of club operations to fulfill the Club's mandate and ensure the growth and vitality of cross-country skiing in the Nelson area.

Duties and Responsibilities including but not limited to:

Board Collaboration

- The General Manager will attend all Board meetings and committee meetings except specific In Camera sessions.
- Provide reports and recommendations at Board meetings
- Implement Board decisions and priorities
- Work with the Board to pursue grant opportunities that will enhance club services
- Work with the Board and staff to prepare an annual operating budget
- Work with the Board and staff to develop a plan and budget for off season activities
- Work with the Board and staff to develop a five year capital budget plan for equipment and facilities

Staff & Volunteer Management

- Train, supervise, schedule and work closely with all staff to ensure a high quality of service delivery within established budgets
- Recruit, manage and oversee volunteers to assist in kiosk coverage and club special events
- Ensure staff have all required qualifications and certifications up to date
- Coordinate annual performance reviews with all staff members at the end of each season.
- Develop and update Employee Manual and job descriptions for all positions annually.
- Assist with hiring new employees as needed.

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Facility Management

- Ensure the trails and facilities are well prepared for opening each season and that the facilities are properly closed and secure at the end of each season
- Inspect trails daily, monitor weather forecasts, and set daily grooming schedules and priorities.
- Assist with kiosk coverage as determined by scheduling requirements.
- May occasionally be required to operate a snowmobile with attached grooming equipment.
- Ensure all Club equipment is maintained, organized and stored properly and securely.
- Maintain positive relationships with all landowners.

Program and Event Coordination

- Coordinate and assist with delivery of races and special events.
- Oversee full range of programming including School Outreach, Jackrabbits, Junior Racers, Track Attack and adult programs.

Membership and Club Development

- Manage the membership process including notification of renewal of fees, collection and distribution of passes
- Develop a membership drive plan and implement the plan
- Develop a sponsorship plan and implement the plan
- Liaise with members and day pass users utilizing the trails to ensure user satisfaction
- Work closely with Cross Country British Columbia (CCBC)
- Be a positive ambassador for the Club in Nelson and surrounding communities.

Financial Management and Record Keeping

- Monitor and control staff hours and club expenditures to ensure compliance with established budgets.
- Ensure cash handling processes and equipment rentals follow established procedures
- Work closely with club bookkeeper and Treasurer to ensure operations and payroll processes are compliant with requirements and standards.
- Maintain all club records and documents in an organized fashion.

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Working Hours and Conditions

For six months (mid- October to mid-April) the position will be full time at 35 hours per week. From mid- April to mid- October, the hours will be flexible and will be mutually agreed upon based on established deliverable outcomes.

During the operating season, the General Manager will be required divide their time as needed between the NNSC trail system and home office. Some outdoor work in winter conditions will be required during the winter season. Off-season work will include home-based office time with on-site work occurring as needed.

Transportation to and from the ski trails (primary work location) must be provided by the employee.

Compensation

Compensation will be negotiated with the successful candidate.