

# 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 except specific In Camera sessions.
- Attend committee meetings as needed.
- 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 staff to ensure a high quality of service delivery within established budgets
- 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.

### ***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.
- Ensure all Club equipment is maintained, organized and stored properly and securely.
- Maintain positive relationships with all landowners.
- Assist/coordinate projects related to grant funding that provides upgrades to club or trails

### ***Program and Event Coordination***

- Oversee full range of programming including School Outreach, Jackrabbits, Junior Racers, Track Attack and adult programs.

### ***Membership and Club Development***

- Manage the membership registration 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 the 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.

## **Working Hours and Conditions**

For eight months (September to April) the position will be full time at 35 hours per week. From early May to the end of August, 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 to 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.