



Job Description: General Manager

Purpose of the position

The General Manager will provide management support for our mostly volunteer-powered organization. It is a new position and its scope is expected to evolve. Initially, the primary responsibilities will be within:

- Nordic Centre Operations
- Grants and Sponsorships
- Membership retention and recruitment
- Volunteer support

Reporting

The General Manager reports to the Director of Nordic Centre Operations (Director) who will provide advice and direction when needed. The Director will retain administrative responsibility for Nordic Centre financial budgeting/tracking, spending authorizations and getting strategic direction from the Board on matters such as standards, safety, priorities and communications..

Responsibilities

General Manager core responsibilities include:

Nordic Centre Operations

- Implement assigned operations and projects.
- Review monthly financial reports to ensure expenditures are within budget.
- Assist with mid-season financial projections.
- Supervise Head Groomer and provide support to paid and volunteer grooming operators.
- Support Caretaker(s), Building Manager and Dog Trail Coordinator.

Membership

- Receive and solicit feedback from members.
- Work with the Board of Directors to develop and implement membership retention and recruitment strategies.

Grants and Sponsorships

- With direction from the Director of Grants and Sponsorships, prepare assigned grant applications and manage required reporting.
- With direction from the Director of Grants and Sponsorships and in collaboration with sponsorship efforts of the Nordic Skills Development Programs, develop and implement sponsorship strategy and maintain associated records.

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Volunteers

- Support Club volunteerism through communications, recruitment and assisting development of job descriptions for key volunteers.

Additional responsibilities include:

Safety

- Carry out responsibilities in a safe manner consistent with the Club's safety policies and procedures, including Check-in Rules and Emergency Protocol.
- Ensure that the Club is meeting health and safety requirements of government agencies.
- Report any accidents, incidents (including any near miss) or observed hazards to the Director.

Planning and Administration

- Assist with updates to Club plans (Management Plan, Operating Plan, Trail Plan).
- Provide input into budgeting and financial tracking.
- Assist directors with liaising with regulatory agencies (RSTBC, Health) and partners (Wetzin'kwa Community Forest, sponsors) when requested.
- Maintain records required by regulatory agencies, as assigned by the Director.

Communications

- Provide input to website, newsletters and social media in collaboration with the Communications Director and communications volunteers.
- Communicate effectively with Nordic Centre staff and volunteers regarding operations (standards, goals, news, upcoming events).
- Proactively interact with members (e.g. at lower parking lot, on trails and at ticket booth).

Qualifications

Mandatory

- Minimum three years work experience or combination of education and experience that involves administration, project management, supervision, coordination, or related work.
- Excellent verbal and written communication skills
- Proficient understanding of basic budgeting, financial tracking, use of spreadsheets, and reporting
- Demonstrated ability to plan projects, track their completion, and report.
- Demonstrated ability to develop proposals and write reports (e.g. for grants, projects, or policies)

Preferred

- Experience supervising small groups (employees and/or volunteers)
- Experience with a volunteer-run non-profit organization
- Drivers licence and vehicle to access the worksite (Nordic Centre) in any weather.
- Flexibility in personal obligations to allow working at times that best meet the job's demands, (e.g. some or most weekends)
- Experience with cross country skiing

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Work Schedule

The General Manager position is seasonal work. In consultation with the Director, the work season will typically start November 1 and finish by the end of April. Specific work times will be determined by the General Manager to address planned events, weather and issues.

Hours worked should not exceed 8 hours in a day or 40 hours in a week unless overtime is approved by the Director.

Competencies

The General Manager must be a self starter who can work independently, take initiative, and ensure core duties are accomplished. The required competencies for this position are:

- Service Orientation
- Managing Organizational Resources
- Teamwork and Cooperation
- Planning, Organizing and Coordinating
- Initiative
- Relationship Building

Service Orientation implies a desire to identify and serve customers/clients, who may include the public, colleagues, partners (e.g., educational institutes, non-government organizations, etc.), co-workers, peers, and government organizations. It means focusing one's efforts on discovering and meeting the needs of the customer/client needs.

Managing Organizational Resources is the ability to understand and effectively manage resources (e.g., people, materials, assets). This is demonstrated through measurement, planning and control of resources to maximize results. It requires a balance of qualitative (e.g., client satisfaction) and quantitative (e.g., service costs) needs.

Teamwork and Co-operation is the ability to work co-operatively within diverse teams, work groups and across the organization to achieve group and organizational goals.

Planning, Organizing and Co-ordinating involves proactively planning, establishing priorities and allocating resources. It is expressed by developing and implementing increasingly complex plans. It also involves monitoring and adjusting work to accomplish goals and deliver to the organization's mandate.

Initiative involves identifying a problem, obstacle or opportunity and taking appropriate action to address current or future problems or opportunities. As such, Initiative can be seen in the context of proactively doing things and not simply thinking about future actions. Formal strategic planning is not included in this competency.

Relationship Building is working to build or maintain ethical relationships or networks or contacts with people who are, or may be, potentially helpful in achieving work-related goals and establishing advantages. These people may include customers, clients, counterparts, colleagues, etc.