

Salmon Arm Curling Club

General Manager's Job Description

I. Overview

The Manager is responsible for the day to day operations and the success of the Club as a business. The main functions include:

- a) Accountability for the successful operations of the Club, ensuring long term success and sustainability.
- b) Manage all staff within appropriate employee standards outlined by the Provincial and Federal governments and in accordance with guidelines established by the Board of Directors (BOD).
- c) Deal with day to day financial commitments of the Club in a timely manner and ensure financial statements are prepared and available as outlined by the BOD.
- d) Promote, book and monitor all events including bonspiels, rentals and leagues.
- e) Provide the BOD with ideas/strategies for revenue growth.
- f) Provide input for the purpose of assisting the BOD in the areas of membership growth and new programming.
- g) Provide a monthly report to the BOD advising of Club activity, issues and other items necessary for BOD ratification.
- h) Must represent the Club in a professional and knowledgeable manner. As first point of contact, the Manager is to be privy of all programs, leagues and directives.
- i) The Manager is expected to respond to member, public and other agency requests for information in a courteous manner within a reasonable time frame.
- j) The Manager shall represent the Club at high profile events, BC curling meetings and other important agency-related functions.
- k) The Manager works within a flexible work schedule and is responsible for the Club's operations 7 days a week. Ideally, regular work hours should be posted.

II. Membership:

The primary focus of the Manager is to provide the membership of the Club with a facility in which to curl and socialize in a comfortable, safe and inviting environment.

The Manager is expected to have a presence, be cordial and available to members on a regular/ongoing basis. A friendly "open door" philosophy is important.

III. Staff Management:

The Manager will be part of a Committee involved in the hiring of all staff. This Committee will include the President (or his/her designate) and/or other BOD members depending on the position being hired.

Manages all staff (including unpaid staff) employed by the Club. This may include ice, kitchen, bar, bookkeeping and cleaning staff. All staff report directly to the Manager. There is an expectation that all staff are trained and certified appropriately. Employee reviews are the responsibility of the Manager and should be conducted on an annual basis.

The Manager is to ensure that during all events there is sufficient staff and stock.

All contracted staff are to be monitored by the Manager however, decisions to entertain contracts is that of the BOD. It is expected that the Manager will be involved in the process of soliciting contracts.

The Manager shall provide a staff-update report to the BOD on an ongoing basis.

IV. Bar Management:

The Manager is responsible for all bar operations including staffing, scheduling, renting, and the ordering of liquor and non-liquor items. This responsibility extends to the financial operation of the bar, maintenance of inventory, cash and records. Financial information for each day of operation is provided to the bookkeeper to enable the club to monitor and assess the ongoing operations of the bar.

The manager will have their Serve It Right license and will abide by the Terms and Conditions of our license.

V. Promotion of the Club:

The Manager shall present ideas to the BOD that will help grow Membership, facility usage and revenues.

Actively promote the facility for a variety of rental options. All rentals are to fall within the Club's pre-established rental policies and pricing.

The Manager is to work with League Reps and Bonspiel coordinators to promote these events.

The Manager is responsible to ensure all of the Club's social media streams are up-to-date, attractive and easily accessible.

The Manager is to provide a positive presence in the community and to be aware of trends, demographics, etc. within the curling community but also within the community as a whole.

The Manager is to be a liaison and a positive voice representing the Club with agencies such as Curl BC, Canadian Curling Association and Zone 4 Clubs.

VI. Administrative Duties:

Maintain records of all members, mailing lists, locker listings, etc.

Ensure financial records are current and invoices are paid on time.

Ensure, with the assistance from the Club's bookkeeper, that all staff are paid on time and all deductions, etc. are completed within the identified guidelines.

Acts as one of the signing officers of the Club.

The Manager is responsible for maintaining an organized filing system. All Club documents/files are to remain at the Club in the Club's assigned computer system.

The Manager is responsible to ensure the Club and all connected parties are accessing and divulging information only within the Freedom of Information and Protection of Privacy Acts (BC).

VII. Board, Executive and Committee Meetings:

It is important that the Manager be an ex-officio member of all committees. The Manager is to attend and provide a report at BOD meetings.

Facility Management:

The Manager is responsible for the overall cleanliness of the Club and is to ensure the maintenance and cleaning of the Club is within Health and Safety standards.

The Manager is responsible to identify problems with equipment and is expected to provide a solution to have the issue repaired. Regular inspections of all areas are the responsibility of the Manager.

VIII. President and Vice-President Liaison:

The Manager reports directly to the President and in his/her absence, the Vice-President. They will work closely to ensure an efficient operation of the Club.

IX. Treasurer:

The Manager is responsible to the Treasurer for all daily accounting and finance-related activity. They are to work closely to ensure all financial requirements of the Society, the BOD and the membership are being met in a timely manner. This includes cashflow management, financial statements, year-end reports, etc.

X. League and Committee Reps:

The Manager will provide support to all Leagues and all committees to ensure the needs of the Membership are being met.

The Manager is also expected to perform other duties as assigned. A performance review schedule will be established by the BOD in consultation with the Manager.