



Position Title: General Manager

Reports To:

Board of Directors, Granite Curling Club

Position Overview:

The General Manager (GM) is responsible for overseeing the daily operations of the Granite Curling Club, ensuring seamless service for curling members and other clientele. This year-round role includes facility management, financial oversight, marketing, staff supervision, and strategic growth initiatives. The GM works closely with the Board of Directors and provides recommendations for operational improvements.

Key Responsibilities:

Facility & Operations Management:

- Oversee the maintenance of all club facilities, including the ice area, kitchen, lounge, and outdoor spaces.
- Ensure timely completion of necessary maintenance and repairs.
- Supervise ice preparation and staffing for ice maintenance.
- Develop and enforce operational procedures to enhance efficiency.
- Respond to emergencies in the facility

Customer Service & Experience:

- Provide a high level of service across all areas, including leagues, lounge, food services, and the pro-shop.
- Ensure the recruitment, training, and retention of competent staff.
- Act as the primary point of contact for curlers, renters, and external clients.

Financial & Administrative Management:

- Oversee financial operations, including accounts payable/receivable, bank reconciliations, and curling fee collections.
- Prepare financial reports and ensure compliance with municipal, provincial, and federal regulations.
- Identify and apply for grant opportunities to secure funding for the club.
- Execute contracts and legal agreements on behalf of the club as authorized by the Board.
- Maintain accurate records of Board meetings, including agendas and minutes.

Marketing & Business Development:

- Develop strategies to increase club visibility and grow membership.
- Actively promote off-season facility rentals and events.
- Secure and manage associate curling league contracts.
- Lead sales and marketing efforts to attract new business opportunities.

Board & Volunteer Coordination:

- Provide leadership and guidance to the Board in planning programs and events.
- Implement board directives and communicate key updates.
- Assist in recruiting board members and volunteers.
- Serve as a liaison with external professionals, including accountants, attorneys, and contractors.

Scheduling & Membership Management:

- Implement and oversee comprehensive scheduling for ice rentals and club events.
- Manage member enrollment and maintain accurate membership records.
- Plan and publish an annual curling program calendar.
- Preparing and updating all Granite League Schedules and Standings on a weekly basis

Food & Beverage Services:

- Coordinate catering services for the club's concession and banquet functions.
- Assist caterers in menu pricing and event planning.

Decision-Making Authority:**Independent Decisions:**

- The General Manager (GM) is responsible for overseeing the recruitment, hiring, training, and management of all staff—excluding the Head Icemaker.
- All hiring decisions for paid and volunteer positions must receive formal approval from the Board of Directors before an offer of employment is extended. The Board will review all candidates to ensure they meet the qualifications and needs of the club.
- The Board retains the authority to hire the Head Icemaker; however, the Icemaker reports directly to the GM for day-to-day operational decisions.

Recommendations to the Board:

- Selection of contractors through competitive bids.
- Changes in purchasing policies affecting major sponsors.
- Acquisition of new curling leagues or facility uses.

Board Approval Required:

- Decisions related to club constitution and governance.
 - Financial commitments involving long-term debt or major banking transactions.
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Qualifications:**Education & Experience:**

- Degree or diploma in Business, Hospitality, or a related field preferred.
- Accounting experience is an asset (minimum of two years of bookkeeping required).
- Experience in staff management and budgeting.
- Strong knowledge of QuickBooks, Microsoft Office (Excel & Word), social media, and online communication tools.

Skills & Competencies:

- Strong leadership and decision-making abilities.
 - Excellent customer service and communication skills.
 - Ability to multitask and adapt to varying work hours.
 - Marketing and sales expertise for business growth.
 - Strong understanding of curling and scheduling leagues
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Accountability & Performance Management:

- The GM is accountable to the Board of Directors and expected to provide regular financial and operational updates.
- Errors in judgment or professional misconduct may result in disciplinary actions, including suspension or termination.

This job description will be reviewed annually to ensure alignment with club objectives and evolving responsibilities.