

Job Title: **VCC General Manager**  
Reports To: Executive Director  
Estimated Start Date: August 12, 2024

## **Summary**

The role, in collaboration with the Executive Director and Management Team, will oversee the general operations of the Hillcrest location of Vancouver Curling Club. This role entails leadership, operational planning, financial management, staff supervision, customer relations, program management, and employee administration.

The main priority of this role is to ensure the smooth operation of the Hillcrest location of VCC. With the Head Ice Technician, Food & Beverage Manager, and Marpole General Manager, you will be responsible for working collaboratively to ensure both Hillcrest and Marpole facilities are receiving the necessary resources to provide a safe and engaging environment to the members, rental clients, and staff.

The role will be taking on the additional responsibilities of providing internal HR and ED support. Working closely with the Executive Director, you will play a crucial role in providing candid feedback and strategic guidance in aligning new initiatives with organizational goals and priorities. This role will also be responsible for the employee lifecycle with VCC. Overseeing employee recruitment, onboarding, training, as well as providing conflict management support and liaising with external HR professionals when necessary.

## **Responsibilities**

### **Customer and Member Services**

- In collaboration with the Marpole Facility General Manager:
  - Manage league and club programming; creating an annual schedule for both Hillcrest and Marpole facilities.
  - Schedule the Admin Team to provide presence in the club to support all leagues, rentals, members, and customers.
  - Respond to member's and general public's questions and concerns in an effective and timely manner.
  - Support League Reps with date selection, contract templates and negotiate number of ice sheets required
  - Coordinate Learn To Curl, Novice and Youth Development Programs: date selection, registration, scheduling, coaching, contracts, budget and social activities.
  - Assess the need for new leagues and programs; assist novice league curlers in locating leagues that they can move into.
  - Manage the Pro-Shop, including inventory, purchasing, staff training, daily income and expenditure reporting.
  - Maintain an accurate membership database, ensuring alignment between online registration and waiver forms and league rosters.

### **Business Operations**

- Provide supervision and direction to the administrative staff at VCC Hillcrest location.
- Ensure all rentals and events are properly supported by VCC services. ● Oversee the Special Events Committee(s).
- Support the development and implementation of the communications and marketing plan with a goal to standardize promotional materials for all rentals, programs and leagues. ● Support the creation and distribution of the monthly VCC newsletter.
- Support the VCC Membership Committee and League Reps.
- Support Quickbooks/Bookkeeping tasks such as cheque printing/mailing and recording registration payment.
- Promote and facilitate rentals of the ice and lounge for VCC.
- Collaborate with the management team to ensure seamless operation of all business operations within VCC including: ice making, lounge operations, rentals, events, pro-shop, etc.
- Submission of membership information and fees to CurlBC.

### **Accountability and Internal Communications**

- Formalize cross departmental communications structures through regular meetings and implementation of new communication processes and tools.
- Identify, assess, and provide suggestions to resolve any issues that may be hindering the organization's progress or affecting the ease of day-to-day operations. ● Create and maintain an Accountability Chart to clearly define who is responsible for which aspects of VCC's growing mission.
- Locate, review, update, or create documentation around all operational policies and procedures.

### **Human Resources and Employee Administration**

- Work with the ED to acknowledge and address any areas of conflict within the staff.
- Work with HR Consultants to implement a staff performance review process. ● Recruitment: support the ED and department heads with coordinating job postings, candidate screening, interviews, and selection of new hires.
- Facilitate the onboarding process for new hires, including orientation, paperwork, and training.
- Be the staff HR representative; provide support to employees having issues with their work, workplace, or co-workers.
- Connect with external HR representatives to manage complex HR situations when required.
- Support the leadership team in coaching their department staff with a focus on redundancy planning for all leadership roles.
- Identify training and professional development needs to enhance employee performance and career growth.
- HR Administration; manage biweekly payroll processing, tracking of vacation time, and sick days.

### **Executive Director Support**

- Meet regularly with the ED to acknowledge, prioritize, and work through current issues that VCC is facing.
- Support the ED by providing candid feedback and strategic guidance while creating new initiatives to continue VCC's success.
- Assist with the development and implementation of the Operations Plan. ● Collaborate on the development of the annual operation and capital budgets; monitor monthly financials checking for large variances and risks.
- Review, streamline, and support the grant application process.

## **POSITIONAL COMPETENCIES**

- Attention to detail – Proven ability to attend to detail, including excellent track record of accurate, high quality work.
- Communication – Excellent written and verbal communication.
- Organizational – Excellent multi-tasking, analytical and problem solving skills. ● Professional demeanor – Approachable, calm, and professional in manner; able to appropriately offer assistance to a diverse range of individuals.
- Flexibility – Able to adjust to the changing needs of the organization, re-prioritizing as necessary and working effectively under pressure.
- Learning – Ability to implement and independently learn a variety of new office software programs.

## **EDUCATION / EXPERIENCE**

- University degree or college diploma, preferably with emphasis on office administration or project management.
- Minimum 5 years of office experience.
- Understanding of and experience with retail and membership based organizations is an asset.
- Curling specific experience is a large asset.
  - Ice Making
  - Coaching
  - Draw Creation
  - Recreational or Competitive Curling Experience

## **Compensation**

- Hourly @ \$30-38/hr based on certification and experience
- Extended Health Benefits
- Full-Time Salary
- Seasonal 46 weeks/year

To Apply please email Resume and Cover Letter to:  
[patrick.prade@vancurl.com](mailto:patrick.prade@vancurl.com)

Posting closes July 15th 2024