Position Description
General Manager – Tartan Curling Club
Target Start Date: July 1, 2017 (Negotiable)
Salary Range: $50 - $70K (depending experience), plus potential bonus incentives

The Opportunity
The Tartan Curling Club is celebrating its 70th year of operation in 2017-18 and is one of the most dynamic and vibrant curling clubs in Regina with 10 sheets of curling ice and approximately 700 active members of all ages. In addition, the Tartan is host to a number of bonspiels, fundraisers and competitions.

We are seeking a special individual to build upon the recent successes of the club, delivering on the Club’s mission:

To be a year-round sport and entertainment facility focusing on providing a welcoming, community atmosphere for activities like curling, live music events, and large social functions, to enable our members’ active and outgoing lifestyle.

The Manager is instrumental in growing and sustaining our membership, along with an active team of volunteers who organize and run a wide range of curling programs that meet the needs of members, including:

- Youth Curling
- Recreational Curling
- Competitive Curling
- Seniors Curling
- Social Events

The club provides curling from October through April, with special events and recreational activities occurring during the summer months. The Tartan Curling Club is a not-for-profit organization.

Priorities for the Tartan Curling Club
In addition to ensuring the ongoing successful operation of the club and management of the staff, a few priority areas for the club have been identified and will be the focus of the new General Manager:

- Membership growth and development;
- Revenue growth; and
- Operational efficiency.

Position Overview
Reporting to the Board of Directors, the General Manager:

- Is accountable for the successful ongoing operations of the Club and ensuring the long-term success and sustainability of the Tartan Curling Club.
- Is responsible for the performance of staff responsible for administration, operations, curling programs, ice maintenance and is expected to provide them the leadership, direction, development and support necessary to ensure success and member satisfaction.
- Ensures the various curling leagues meet the needs of members.

While responsibilities cover the full year, the seasonal nature of the business of the Club requires the General Manager to work a flexible and variable schedule, depending on the time of year.
Working Conditions

- Individual has overall accountability for the effective operation of the TCC for the full year
- The club is seasonal and there are periods, September to November where it will be primarily full time in order to get the club launched into a new season
- In the January to April period there will be opportunity to work on a reduced schedule
- In May to August, the requirements could be further reduced to handle administrative, operational activities and to prepare for the next season
- The GM has the flexibility to allocate his/her time to meet the requirements of the job

Major Duties

Support to the Board and the Club as a whole:

- Manage the Club efficiently and effectively
- Develop the marketing and sales plan
- Building a member information and communication plan
- Develop new sources of revenue, building on our curling operations, or other uses for our facility.
- Play an active role in the Regina community, as well with Curl Regina and other local curling associations
- Support the Board by providing relevant information to enable them to impart guidance, proper due diligence and approval to proceed in new directions.
- Ensure support is provided to department Managers in carrying out their responsibilities
- Keep ahead of trends in the curling business, being vigilant in identifying new opportunities for growth and addressing issues that might threaten the success of the Tartan Curling Club
- Build relationships with Curling organizations (Curl Canada, Curl Sask, and Curl Regina) and ensure the Club is properly represented in various forums
- Ensure Club facilities, equipment and grounds are well maintained

Member Relations

- Develop member satisfaction monitoring systems and ensure issues are addressed quickly
- Establish a membership communication strategy

Management and supervision of employees

- Develop, manage and maintain a well-qualified team of employees
- Ensure there are well designed and well communicated policies and standards on operational excellence for each employee which will ensure the club adds value to members at all times.

Financial Management of the Club

The General Manager’s scope covers all aspects of the financial and budgetary requirements of the Club, including:

- the full degree of financial success achieved by the Club, as defined by the Board of Directors
- management of the financials, so the balance sheet is strong enough to enable it operate successfully without additional reliance on debt
- the review and maintenance of accurate accounting records
- the submission of all financial records for a yearly audit, with the results reported to the Board of Directors
- in conjunction with the Treasurer, create yearly operational budgets, designed to achieve the targets set by the Board of Directors
Personal Attributes for Success

While there are many operational success factors to the role, long-term success can be best achieved if the General Manager is comfortable with, and can operate effectively at, a strategic level in time horizons of three to five years. The individual should possess the following attributes:

- a “people-person” with the capacity to relate to people at all levels and in a variety of work and community environments
- excellent verbal and written skills
- has an entrepreneurial mindset and is constantly aware of how the curling business is unfolding and how to create new opportunities
- able to challenge tradition in a constructive way and can be counted on to identify problems
- must be highly motivated and a self-starter
- well developed leadership and management skills.
- must be facile in working with and engendering cooperation across a volunteer driven organization
- should have the intuitive capacity to understand the technology behind the making of ice to make sound judgments
- is adaptable to, and comfortable with, a variable daily, weekly and monthly work schedule including the occasional week-end

Experience Required

- Well developed business management and leadership experience in customer or member-focused organizations
- Previous responsibility or appreciation for marketing communications / public relations
- Proven track record of establishing effective operating procedures and processes, maximizing the use of technology
- Experience with municipal and volunteer associations would be of value. Should have had success in achieving bottom line results
- Involvement and leadership in community activities or issues
- Ideally a curling “enthusiast”, but as a minimum must be familiar with the sport of curling

Education

- Should possess a degree/diploma in Business, Kinesiology, Sports Management, or equivalent professional experience

Please email Resume and Cover Letter by June 15th, 2017 to:

Liane McLean, President
Email: bilee@sasktel.net

NO phone calls please!

Please quote in subject line: General Manager Position

We thank all applicants for their interest in this position, but only those selected for an interview will be contacted.