

## **K-W GRANITE CLUB**

### **GENERAL MANAGER POSITION**

Our Club is currently looking for an experienced, self-motivated and results driven General Manager. The successful candidate will manage our organization's business activities as well as develop and implement effective business strategies and programs. The General Manager should possess excellent communication skills, superior knowledge of business functions, exceptional budgeting and financial skills and strong leadership qualities. The GM should account for all business activities, support staff development, enhance efficiency, drive sales and improve revenues, maintain excellent relationships with clients, raise the organization's image and meet or exceed overall growth targets.

#### **JOB DESCRIPTION**

The General Manager (GM) reports directly to the President. The GM is accountable for all aspects of the day to day operations within the Club facility and grounds as well as member and guest services. The GM co-ordinates and administers all staff, volunteer and contractor support activities, implementing all policies and procedures as defined by the Board of Directors and makes recommendations to improve processes. Responsibility for the Quality Assurance in all Club products and services forms a main part of the duties.

Duties for the GM will include allocating budget resources, formulating policies, coordinating business operations, monitoring and motivating staff, managing operational costs, ensuring good customer service, improving administration processes, engaging with vendors, hiring and training employees, identifying business opportunities and monitoring financial activities. Your entrepreneurial spirit and vision in directing business functions will assist the organization in maintaining strong relationships with clients, generating new business, increasing staff productivity, improving service, ensuring sustainability and meeting business objectives.

#### **JOB DUTIES AND RESPONSIBILITIES**

Supervises and oversees all staff, volunteer and contractor works/activities

Accountable to manage the operations of the Club, following the general guidelines as outlined in the Club Policies and Procedures including adherence to all local, provincial and federal laws

Reconcile daily sales from registration, bar and Pro Shop (cash, chit, cheque, credit, PAP)

Make Bank deposits on a regular basis

Initiate/review/approve all purchases

Manage daily cash floats for Bar

Oversee social media – Facebook, Twitter, E-mail Blasts, Newsletter, etc.

Supports the Club long and short range plans by working in concert with the Board of Directors and appropriate committees and implementing/refining best practices

Acts as ambassador toward all club members, guests and the public; while fostering a welcoming atmosphere for all curlers and patrons

Follows the direction of and provides input to the Board of Directors, with a view to cost controls, revenue generation and process efficiencies

Co-ordinates and in working with the Ice Technician, oversees the care and maintenance of all Club equipment and facilities and promotes the use of these assets to current and potential members as well as the public. Occasionally assist the Ice Technician when needed.

Ensures the highest possible standards for food, beverages and the condition of the facility

Actively participates at all Board of Directors meetings

Supports all Bar Staff to ensure compliance with all government guidelines and SmartServ principles

Acts as liaison for staff and volunteers and mediates/resolves disputes as necessary

Prepares written reports and other support material for committee and Board use

Main point of contact with the City of Waterloo

Maintains good working relationships with landlord, police, fire, liquor board, public health and other governmental bodies as well as vendors

Co-ordinates arrangements for all member and public social gatherings and functions

Promptly manages/handles response to all emergencies such as fire, accidents, injuries and/or breaches of security or Club rules

Emphasizes, promotes and tracks accident prevention through inspection and training of all staff in accordance with local, provincial and federal regulations

Conducts staff performance reviews at a minimum annual frequency and arranges staff meetings as appropriate.

Performs other duties as directed/requested by the Board of Directors.

### **Qualifications and skills**

- Prior management experience with direct reports
- Good working knowledge of business management functions
- Strong leadership qualities
- Excellent communication skills
- Highly organized
- Strong work ethic
- Good interpersonal skills
- Meticulous attention to detail
- Computer literate – MS Office, Quickbooks, Touch POS or equivalent
- Proactive nature

# K-W GRANITE CLUB

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Since 1927

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99 Seagram Drive Waterloo, ON N2L 3B6  
Tel: 519-742-4281

The KW Granite Club; located at 99 Seagram Dr. in the city of Waterloo, Ontario; operates nine months of the year as a top level Curling facility along with year-round meeting and banquet activity.

We are looking for a results driven individual with business management experience to oversee the business and provide supervision to our staff.

Areas of responsibility include but are not limited to:

- Club facility and grounds
- Guest services
- Supervision, scheduling and training of staff
- Managing budget resources
- Engaging with vendors to provide value to the Club
- Interfacing with building Lessor to ensure facility maintenance and lease compliance

More information on our Club may be found by visiting us at [www.kwgranite.com](http://www.kwgranite.com)

Interested individuals are invited to submit their resume and references to Matt Wilkinson at [applicationskwg@gmail.com](mailto:applicationskwg@gmail.com)