

CAREER OPPORTUNITY: CLUB MANAGER

CLOVERDALE CURLING CLUB; SURREY, BC

The Cloverdale Curling Club is recruiting a highly motivated individual to the position of Club Manager. Reporting to the Board of Directors, the Club Manager will be accountable for the successful operation of the Club, ensuring long term success and sustainability; the successful candidate is an individual who will:

- have effective leadership, management and communication skills, in order to manage the performance of staff, and provide leadership, direction and support to ensure success in meeting member needs.
- be a “people-person” with the capacity to relate to people at all levels and in a variety of situations.
- be familiar with working with and facilitating cooperation across a volunteer driven organization; provide guidance and support to the Board of Directors.
- be active in the club and community, interacting with members and community stakeholders as a positive role model for the club.
- be highly motivated and a self-starter.
- have an entrepreneurial mindset and awareness of changes and new opportunities in the curling business.
- have excellent knowledge about the sport of curling, and a demonstrated commitment to building community and regional partnerships.

The Cloverdale Curling Club, a not for-profit corporation, has operated a curling facility in Surrey for the enjoyment of community and regional stakeholders since 1954, in partnership with organizations such as Curling Canada, Curl BC and The City of Surrey. The Cloverdale Curling Club provides a welcoming, affordable and accessible environment, serving our diverse community and promoting fun, friendship, sportsmanship and skill development through the sport of curling.

The Cloverdale Curling Club operates out of a stand-alone facility within the Cloverdale Fair Grounds. The Club is a 6 sheet arena, with over 500 active members. The Club offers league play for a variety of age groups, individual and group learn to curl instruction, and has hosted premier curling and other special events. The facility is open to the public and provides hospitality services with bar, concession (part time), banquet facilities and ice rentals. The Cloverdale Curling Club operates daytime and evening leagues 7 days a week throughout the curling season.

Specifically, the Club Manager will be responsible to:

- Work collaboratively with the Board of Directors to: develop a realistic operating plan for the club, provide monthly reports outlining ongoing activities, assist with development of policies and practices of the Board and ensure communication of all relevant operational, financial and risk issues in a timely manner.
- Assist with strategic planning for the club.
- Develop policies and operating procedures to support operations (administration, facility and member relations) and ensure compliance in order to reduce risk, loss or injury.
- Provide financial management oversight: develop an operating budget, monitor success against it, and report outcomes, ensure accurate accounting practices, monitor financials including long term capital planning and debt management, and manage membership fees / revenue and expenses to achieve financial targets.
- Recruit, train and supervise a high functioning team of employees to carry out the operating directives and strategic plan of the Club.
- Establish job descriptions, standards on operational excellence for employees and ensure consistent job performance reviews occur.
- Promote the Club to the membership and general public; monitor club activities and develop new participant incentives.
- Develop new sources of revenue, including attracting sponsorships.
- Develop member satisfaction monitoring processes, and ensure issues are addressed promptly.
- Develop partnerships with curling organizations to attract curling events to the club facilities; ensure the Club is properly represented.
- Ensure Club facilities, equipment, grounds and assets are maintained and protected.

Qualifications:

- Post-secondary education; university or college degree in business with a heavy emphasis in accounting, sports management or equivalent is an asset.

Experience:

- Well-developed proven business management and leadership experience in a customer or member focused organization.
- Experience with recruitment and supervision of employees, in accordance with employment standards and human resources best practices.
- Previous responsibility or appreciation for marketing communications, public relations and fundraising strategies.
- A proven ability to establishing effective operating procedures and processes.
- Experience working with volunteer associations.
- General knowledge of ice prep and maintenance skills.
- Proven experience creating, management and monitoring of an operational budget.
- Resourceful and independent, but able to work effectively within a team-oriented environment.
- Demonstrated leadership and team building skills, including the ability to motivate individuals.
- Effective time management, organizational, and planning skills.
- Excellent written, verbal, communication and presentation skills.
- Proficient use of computer technology, including but not limited to experience with online resources, word processing, spreadsheet and presentation software, and database applications; will be required to learn and use club specific applications.

Other Requirements:

- Valid driver's license.
- Able to work on weekends and evenings as required.

Remuneration:

Depending upon qualifications and experience, the successful candidate will have a salary range of \$57,000 to \$63,000 per season. The work season at the Cloverdale Curling Club commences on August 15 of each year and continues to April 30 of the following year. The season start date can be negotiable due to outside influences such as rink availability, operational need, etc.

Posting Closing Date:

Direct your resume/cover letter outlining qualifications, experience and salary expectations to Joe Strain, President, Cloverdale Curling Club by January 15, 2023. All candidates are to use the recruitment email: manager@cloverdalecurlingclub.ca. The Cloverdale Curling Club would like a proposed start date of March 2023 but that can be negotiated to suit all parties concerned. No telephone calls please.

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