

Job Description

Position: General Manager

Reporting Structure: Reports to the Board of Directors

Skills and Qualifications

- a degree or certification in disciplines related to the needs of the Corporation i.e. business, community development;
- a recognized leader in the field with a minimum of five years experience and a proven track record in senior or executive management positions;
- a demonstrated working knowledge of business and community economic development;
- demonstrated leadership skills
- strong human resources skills and experience
- an awareness of economic trends, opportunities, resources and challenges;
- proven experience in working effectively with a Board of Directors;
- effective presentation, public relations, oral, written and interpersonal communication skills;
- strong in strategic planning, organizing, financial management and control, policy development and administrative management;
- understanding of the non-profit environment including interaction with government and private sector;
- demonstrated teamwork, delegation, administrative, and decision making skills.
- computer literate;
- ability to take agreed upon tasks and assignments to completion;
- ability to function independently and under pressure while managing multiple concurrent projects and deadlines.

General

The General Manager is responsible for all management aspects of the organization including:

- develop a spirit of teamwork and a sense of purpose towards achieving the Corporation's objectives that maximize the use of staff and fiscal resources for the benefit of business, employment and community development in the Sun Country region.
- manage the day to day affairs of the Corporation by developing and implementing administrative and financial procedures that will lead to an efficiently run operation;
- direct all community development activities through a Board agreed upon strategic plan;
- liaise and partner with community groups whose aims are consistent with those of the Corporation;

- identify community development needs and opportunities within the service areas
- establish and ensure that all professional licensing or other accreditation requirements are in place to satisfy Corporation, legal, regulatory and other requirements;
- ensure the provision and maintenance of appropriate facilities and equipment;
- promote an organizational culture of tolerance, respect and appreciation of diversity;
- promote an organizational culture in which creativity and autonomy are encouraged and valued;
- represent the Corporation locally, regionally, provincially, and nationally.

Specifically, the General Manager is responsible for and evaluated on five core management activities:

Board Relations

1. Develop a strong sense team relations between the Board of Directors and the organization's management
2. Provide monthly reports on the organization's activities and outcomes to the Board.
3. Provide information to the Board on community issues pertinent to CED work.
4. Assist the Board in clarifying and coordinating its duties, and liaise between Board, committees, and staff
5. Provide assistance to the Board in committee work, board development/professional development, and Board evaluation processes
6. Assist the Board of Directors to develop long range and short term plans through a strategic planning process
7. Provide for Board member recognition.

Staff Planning/Human Resources

The General Manager has the authority and responsibility for the hiring, training, supervision, evaluation, compensation, positive morale, and termination of all staff. In doing so the GM must ensure:

1. Job descriptions and annual performance evaluations are provided for all staff members.
2. Compliance with all employment-related legislation and regulations by government.
3. The development of, and compliance with, Board approved personnel policy.
4. All staff members are provided with a copy of the personnel policy.
5. All new hires complete a new employee orientation process.
6. Complete personnel records are maintained in a secure and confidential manner.
7. The Board is advised of any formal grievances between staff members and the GM.
8. Progressive discipline is used in addressing conduct or performance issues with staff.
9. The Board is advised on any terminations in order to be aware of any actions that may pose a risk of liability to the Board.

Public Relations/Communications

1. Maintain a positive relationship with the public, clients, donors, members, partners, and government
2. Ensure that all communications have integrity and can be supported by the facts and respects the dignity and sensitivities of those portrayed
3. Act as a spokesperson for the organization
4. Provide presentations on the work of the organization as requested by the community and find new places to provide such presentations
5. Review the various publicity materials used to advertise or announce programs and projects
6. Actively seek new information on government programs and structures that may be provide opportunities for the community and the organization

Fiscal Management

1. Ensure compliance with the Generally Acceptable Accounting Principles (GAAP) in the financial records
2. Operate the activities within the parameters of the annual operating budget and various funding arrangements
3. Anticipate and plan for capital improvements and maintain current capital assets.
4. Develop financial policies as requested and monitors fiscal management within those policies
5. Ensure that complete and secure financial records are maintained
6. Ensure that financial statements are provided as required by the Board and external parties
7. Monitor that information is provided to the Auditor in a timely fashion upon request
8. Ensures adequate cash flow for the activities of the organization.
9. Attains Board approval for any deficit or for borrowing funds
10. Insurance is purchased to protect the organization, Board and staff against general liability to a level of at least \$2 million or greater if needed
11. Reasonable steps are taken to avoid conflicts on interest when making any purchases
12. That the organizations funds are invested wisely and prudently

Programs and Operations

The General Manager has the responsibility to ensure that all operations and program activities are conducted in an effective and efficient manner. All operations and programs must be within the Board approved direction, and they must be managed in an ethical, prudent, and professional manner. In doing so the GM must ensure:

1. All contractual obligations for programs are met, including the performance of activities and outcomes and the provision of any financial and activity reports
2. Program activities are in the best interest of our clients and the economic needs of the region
3. Programs activities achieve the vision, mission, and ends of the organization and fit within the Board approved key strategies.
4. Program proposals are developed that provide enhanced services to clients and do not duplicate or compete unnecessarily with other agencies

5. Program activities do not place undue workloads on personnel or other resources
6. Program activities do not violate municipal, provincial, or federal regulations
7. Program activities do not compromise the integrity of the Board.

Overall Performance Criteria

- degree to which the Corporations goals are achieved, and specific contractual obligations are met;
- degree to which the desired work environment exists for staff;
- degree to which the majority of staff experience satisfaction and fulfillment in carrying out day to day responsibilities;
- degree to which the needs of the community are met by the programs and services offered by the Corporation;
- degree to which the desired relationship exists between the manager and the Board;
- the financial well being of the Corporation;
- the degree to which the Corporation enjoys the respect of the community.
- the degree of Board knowledge on current activities, financial position, operations, etc. of the Corporation

Specific competencies that are required for this position include:

1. Proposal writing, report writing and research skills and expertise. Specifically, this position requires: the ability to conduct fact-based research on a myriad of topics in community economic development and business and the present such research in a well written document; to write detailed proposals according to circumscribed standards that present achievable programs and initiatives and are based on documented community need, and to write professional reports of an acceptable standard.
2. Financial accounting knowledge and cost accounting expertise. Specifically, this position requires: the ability to understand a complex computerized accounting system with multiple departments including appropriate coding, monitoring and verifying all revenues and expenses, ability to read and understand financial statements, knowledge of subsidiaries and accounting regulations regarding subsidiaries, knowledge of fund accounting and contract compliance, understanding of audit processes and requirements, and the ability to work closely with a certified accountant.
3. Partnership development skills. This position demand strong communication and interpersonal skills and a willingness to work in partnership with many community partners. The General Manager must be able to create and maintain strong linkages with other community members and have strong negotiation and alliance building skills.
4. Human resource knowledge and skills. This position requires the competency to create and maintain a solid team with all employees and the Board of Directors. Knowledge of best practices in human resources, employment law, team building, positive workplace

environment development, and the ability to provide autonomy to the professional staff while at the same time ensuring results and team work is paramount.

5. Organizational development skills. This position requires knowledge and skills pertaining to strategic planning. The position requires the ability to provide relevant research for organizational strategic planning, ability to organize and coordinate a strategic planning session with the Board and the staff, and the competency to write a five year strategic plan. In addition this skills and expertise are required in risk management, quality system management, non-profit regulations and reporting requirements, funding opportunities research and development, and knowledge of specific funder attributes, requirements and processes i.e. federal government, provincial government, regional/municipal governments, foundations, etc.
6. Specific business knowledge. This position requires an understanding of the small business community, its needs, challenges and opportunities. In addition, understanding small business developmental lending practices and policies is required. A strong understanding and background knowledge of community economic development is necessary to achieve strategic goals.

HOURS, SALARY AND BENEFITS:

Regular office hours are 8:00 to 4:00 PM, Monday to Friday. Limited evening and weekend work is required.

Starting salary is \$80,000.00/annum. The position is eligible for full benefits including: medical, dental, vision, extended health, life and disability insurance, RRSP match, paid time off on completion of 3 months' probation.