

# Job Description: General Manager



## Reports To

Board of Directors

## Position Summary

The General Manager is responsible for the overall leadership, administration, and day-to-day management of the Nelson Nordic Ski Club. Working closely with the Board, staff, coaches, and volunteers, the General Manager ensures strong operations, positive member experiences, sustainable growth, and a thriving cross-country ski community in the Nelson area.

This role requires an energetic and collaborative leader who can build strong teams, delegate effectively, resolve conflict professionally, and help grow participation across all programs, with a particular focus on youth development and racing pathways.

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## Key Responsibilities

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### 1. Leadership and Organizational Management

- Provide leadership to staff, contractors, and volunteers in a positive and professional manner
- Build a strong team culture based on accountability, respect, and collaboration
- Delegate responsibilities effectively and ensure work is completed to a high standard
- Support problem solving and resolve operational or interpersonal conflicts in a timely manner
- Develop systems and processes that improve efficiency and continuity
- Foster a welcoming, inclusive, and community-oriented club culture

### 2. Board Relations and Governance

- Attend Board meetings and provide regular operational updates
- Implement Board-approved priorities, policies, and strategic goals
- Provide recommendations, reports, and operational insight to support Board decision-making
- Assist with annual planning, budgeting, and long-term capital planning
- Support grant applications and strategic initiatives

### 3. Staff and Volunteer Management

- Recruit, onboard, supervise, and evaluate seasonal staff and contractors
- Support coaches, program leads, and department coordinators
- Ensure certifications, SafeSport requirements, and training requirements are current
- Coordinate annual staff reviews
- Help recruit and retain staff and volunteers across club operations and events
- Ensure people are working in roles that match their strengths

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## 4. Programs and Youth Development

- Oversee delivery of club programming including:
  - Youth skill development
  - Jackrabbits
  - Track Attack
  - Junior Racing Programs
  - Adult programs
  - School outreach initiatives
- Work with coaches and volunteers to strengthen athlete development pathways
- Support growth of youth participation, racing culture, and long-term program sustainability
- Help identify new opportunities for camps, events, and athlete development

## 5. Facilities and Operations

- Ensure trails, lodge, and facilities are ready for seasonal operations
- Oversee safe and effective trail grooming systems through staff leads
- Ensure equipment is maintained and operational
- Coordinate seasonal opening and closing procedures
- Maintain positive relationships with landowners, partners, and service providers
- Support facility improvement projects as required

## 6. Membership, Communications, and Community Relations

- Oversee membership administration and renewal processes
- Support member service and respond to inquiries professionally
- Act as a positive ambassador for the Club in the community
- Oversee club communications including newsletters, website updates, and social media (with support/delegation as appropriate)
- Support sponsorship and fundraising initiatives
- Strengthen relationships with schools, families, local businesses, and regional partners

## 7. Financial Oversight and Administration

- Monitor staffing costs and operational spending within approved budgets
- Work closely with the Treasurer, bookkeeper, and Board on financial processes
- Ensure payroll, cash handling, rentals, and records management systems are effective and compliant
- Maintain organized records, contracts, and operational documents

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## Qualifications and Skills

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### Required

- Demonstrated leadership and people management experience
- Communication and interpersonal skills
- Experience supervising staff and/or volunteers
- Ability to delegate, prioritize, and manage multiple responsibilities
- Conflict resolution and problem-solving skills
- Organizational and administrative ability
- Valid driver's licence and reliable transportation
- Digital fluency and comfort working in cloud-based environments

### Preferred

- Experience in sport, recreation, nonprofit, or community organizations
- Avid Nordic skier with knowledge of the Nordic skiing world
- Experience working with youth sport development or racing programs
- Grant writing or fundraising experience
- Familiarity with budgeting and financial administration
- Relevant post-Secondary education
- Other related training
- Experience / training in safety and risk management

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## Working Conditions

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- Full-time during the winter operating season
- Flexible/off-season schedule based on operational needs and agreed deliverables
- Combination of on-site and remote work
- Some evening/weekend work required

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## Compensation

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Competitive compensation based on experience and qualifications.