

Tunstall Bay Community Association

Position Description

Position Title: General Manager (Part-time Contract Position)

Tunstall Bay Community Association (TBCA) is seeking a collaborative leader who is passionate about community, recreation and social engagement and is eager to contribute to the delivery of improved services and capabilities at the TBCA. This is a part-time contract position reporting to the TBCA Board of Directors.

Due to the seasonal nature of TBCA's activities, hours may vary from month to month with an estimated 20 hours per week during the spring/summer months and an estimated 20 hours per month during the fall/winter.

Hourly rate: 30-40 dollars per hour commensurate with experience.

Position Summary

Reporting to the TBCA Board of Directors, the General Manager will:

- Develop a visible managerial presence at the TBCA and act as trusted representative and ambassador for the Tunstall Bay Community Association with the Board of Directors, the TBCA Membership and the greater community on and beyond Bowen Island.
- In cooperation with the Board of Directors and in accordance with the TBCA's constitution and bylaws, develop strategic goals and operational plans to optimize service offerings, club operations and member engagement
- Review and improve current operational processes and propose supporting policies to establish a high functioning and inclusive environment for TBCA members, guests, contracted staff and volunteers
- Seek out opportunities to establish relationships within and outside of the Bowen Island community with a view to create value for TBCA, e.g. enhanced services, market presence, community and collaborative partnerships
- Act as the "face of the TBCA" providing visible leadership within the TBCA facilities and membership while creating a culture of accountability, transparency, trust and inclusivity.

It is the General Manager's responsibility to ensure strategic goals and operational plans are met by:

- Managing the day-to-day operations of Tunstall Bay Community Association's activities, facilities and interactions with potential, new and existing members and facility rental customers.
- Building relationships and becoming a trusted representative of the TBCA, encouraging and enabling communication between the Board of Directors, members, volunteer and contracted staff, the Bowen Island Community and other third parties.
- Creating, implementing and overseeing operational processes that maintain and improves the operational capacities and capabilities of the TBCA, including:
 - Developing and coordinating member onboarding and offboarding processes to support new and exiting members and their families
 - Initiating, coordinating and overseeing member volunteer activities, including tracking of contributed volunteer hours
 - Coordinating and overseeing special events and facility rentals, supporting the TBCA Rentals Coordinator as required
- Contributing to the effective financial management of TBCA assets by collaborating with the Treasurer and accountant to create and manage operational budgets and coordinate accounts payable and receivable.
- In cooperation with the Board of Directors, creating and managing a communications plan, including sending group emails, performing minor updates to the TBCA website, posting on social media and other relevant platforms.

Position Requirements

Skills

- Proven ability in creating and implementing plans, processes and procedures
- Proactive and curious while able to question the way things have been done to be able to come up with new ways of working
- Excellent customer service orientation and communication skills
- Strong verbal and written communication skills in English
- Experience and/or understanding of financials and managing budgets
- Personable, diplomatic and able to maintain positive relationships with a variety of personalities
- Knowledge of, or desire to learn about the BC Societies Act and the relevant legal structure and bylaws

Experience

- Minimum two years of experience in a managerial role in a similar organization
- 5 years experience in customer and/or membership service
- 2 years experience budgeting and managing finances
- Prior experience managing paid or volunteer staff
- Prior experience in recreational programming, facility operations and/or community engagement preferred
- Prior experience managing or coordinating with 3rd party service providers preferred
- Prior experience planning and executing events preferred

To apply for this position, please email communications@tunstallbay.org with a cover letter and resume by January 21, 2024