

Brome Lake Boating Club Manager

Reporting to the President of the Board of Directors and collaborating with Board members, the Club Manager will have the responsibility of managing staff, programs and activities while ensuring the respect of budget guidelines.

The Club Manager will also have to ensure that the workplace is positive, efficient, and secure for employees and offer an enjoyable experience to the members and guests during the summer season. The Club Manager will also be the front line of communications with members, potential members, visitors, and suppliers.

This position requires full-time availability from mid-June to the last week of August, including potential weekend work on key event weekends. The Club Manager will be expected to work weekends at the Club, and/or find qualified staff to be on site, from Victoria Day weekend to mid-June and from the end of August to mid-September. The role requires part-time mostly remote availability during the rest of the year (generally anywhere between 3 to 12 hours per week depending on needs at the time).

Responsibilities

- Hire and manage staff for day camp/waterfront, tennis and sailing with the support of the respective Board Committees; recruit, interview, prepare employment contracts.
- Organize orientation/training (including in support of ACQ training requirements), and ensure certifications are satisfied and supervise staff in their daily tasks.
- Prepare weekly schedule for camps and activities, run regular staff meetings, and provide individual feedback and support to staff.
- Adjust staffing schedule to limit overtime, extend contracts when necessary to staff program enrollment.
- Manage the CIT/teen program.
- Assign maintenance duties to staff and manage outside service providers with the support of the Facilities and Maintenance Committee.
- Plan, promote and coordinate Club events and activities in conjunction with the Social Committee.
- Manage all communications to members through group email, web page and web site calendar updates, posters etc., with the support of the Communications Board member.
- Work in close collaboration with the Club Administrator (accounting/bookkeeping) on a timely basis to ensure proper billing of member activities, tracking of employee timesheets, and payment of other suppliers.
- Manage and ensure within budget the purchase of supplies and other expenses, upon approval of Treasurer, and communicate/transfer all relevant information and documents to the Club Administrator.
- Assure the safety and well-being of all Club members, guests, and staff.
- Regularly survey the premises and ensure, along with the input of the Board member responsible for Grounds, that maintenance and improvement opportunities are looked after.
- Provide regular reports and escalate member complaints and staff issues to the head of the relevant Board Committees.

- Ensure that members understand the published rules and policies of the Club.
- Enforce the Club Code of Conduct and manage all escalation procedures and oversight related to possible bullying incidents.
- Welcome prospective members and address their questions.
- Onboard all new members each season.
- Attend quarterly Board meetings.
- Attend the Annual General Meeting, usually held in November, to present the Manager's report and provide a written copy for the record.
- Respond in a timely manner to emails and phone calls.
- Maintain at all times a good working relationship with staff, the Board of Directors, and the Club Administrator.
- Develop and maintain outreach initiatives with the local Brome Lake community (town officials and securite nautique, schools, Aviron Knowlton, Conservation Lac Brome, etc.) where feasible.
- Develop and coordinate volunteer opportunities at the Club for members.

Qualifications

- Minimum of five (5) years experience working with children in a camp, daycare, or school setting.
- Leadership and mobilization skills.
- Strong organizational skills and ability to set priorities.
- Ability to develop and maintain a positive and lasting working relationships with colleagues and members.
- Demonstrate strong diplomacy skills.
- Ability to manage multiple projects simultaneously and adapt to unforeseen circumstances.
- Energetic and fun, polite and professional.
- Experience or ability to learn Google Docs, MailChimp, WordPress and other new technologies.
- Verbal and written proficiency in both French and English.

We thank all candidates for their interest. Only those applicants whose qualifications are most relevant will be considered and contacted. All applications will be treated confidentially. All applications to be sent to TPGarcher@gmail.com.