



General Manager

Position Summary

As per the management agreement between Cranston Residents Association (CRA) and Brookfield Residential (Alberta) Ltd., the General Manager is an employee of the CRA and will report to the Manager, Residents Association, Brookfield Residential. The General Manager will be responsible for managing the daily operations including customer experience, maintenance, administration, governance, communication, social media, rentals and programming of Century Hall, the grounds and other areas under the umbrella of the Cranston Residents Association. The General Manager will also be responsible for creating vision and any strategic initiatives to enhance the operations and customer experience.

Key Responsibilities

Without limiting the generality of the foregoing the General Manager will be responsible for the following functions:

- Provide hands on leadership and mentoring of staff;
- Cultivate a culture of exceptional customer service;
- Initiate and oversee development and implementation of projects and programs to continue to enhance the customer experience;
- Create goals and performance measures to be incorporated into the strategic plan;
- Recruit, supervise, schedule and terminate staff;
- Prepare and manage the annual operating budget and monthly cash forecasts;
- Prepare and review payroll;
- Organize, attend, and participate in Board meetings and Annual General Meetings;
- Main contact between the Board of Directors and community members;
- Establish effective relationships with key stakeholders and other partners;
- Prepare managerial and administrative reports;
- Maintain various policy and procedure manuals;
- Maintain membership status, invoicing, and collections;
- Ensure the Association is compliant with pertinent legislation;
- Manage the Association's online presence;
- Ensure operations are maintained to the Certificate of Recognition (COR) safety standard;
- Ensure operations and maintenance plans are executed to a professional standard;
- Assist with preparing and maintaining operations and maintenance plans for the building, equipment, and landscaping;
- Scheduling operations of and for the building within approved limits; and,
- Maintain safety, operations and procedure manuals.

Qualifications & Requirements

- Post-secondary education in Recreation Management, Business Administration or closely related field of study and/or equivalent management experience
- 5+ years progressive experience in leadership role
- Demonstrated ability to establish and maintain a culture of exceptional customer service
- Experience working with Board of Directors
- Demonstrated ability in increasing revenue and membership benefits



- Demonstrated ability in staff management and supervision, lifestyle program planning and facility management, including landscape maintenance/grounds upkeep.
- Excellent computer skills paired with a working knowledge of recreation administration programs
- Strong leadership, management and coaching skills along with an extensive knowledge of financial and project management
- Ability to research, compile reports and make recommendations
- Ability to establish effective relationships with key stakeholders and partners
- Familiar with appropriate legislation (Occupations health & Safety, Employment Standards, Privacy Act, etc.)
- CPR and First Aid Training
- Valid Driver's License
- Bondable

The Company

The Cranston Residents Association (CRA) is a not-for-profit corporation whose purpose is to manage, maintain and operate the Cranston amenities. The CRA owns, operates and maintains decorative corners throughout the community, Art Park, and the Windmill site in Cranston, including Century Hall, a 22,000 square foot community lifestyle centre that is situated on a 7.5-acre park. The building includes a banquet hall, offices, kitchen, multipurpose rooms, skate change room, and gymnasium. The park features a splash park, playground, tennis courts, toboggan hill, green space, pleasure skating rink, and a full size hockey rink with a chiller unit. The CRA is open 365 days per year.

Visit our website at www.cranstonra.ca to learn more.

Apply Now

If you are looking to be part of an award winning and leading organization, and meet or exceed our qualification requirements, please apply via www.brookfieldresidential.com/careers.