

## General Manager

**Location:** Hamilton Downtown YMCA, 79 James Street South, Hamilton, Ontario, L8P 2Z1

**Position Type:** Full-time with group health benefits and complimentary YMCA membership

**Salary Range:** Level 3 (starting \$63,000 - \$75,000 annually)

### Position Description:

The General Manager is responsible for managing the daily operations of the branch, ensuring efficient and effective business performance, and driving strategic initiatives to achieve the organization's goals. The GM will lead all departments and programs (membership, asset, aquatics, health and wellness, and child & youth), fosters a positive work environment, and ensure customer satisfaction and financial growth. This role reports to the Vice President Health Fitness and Aquatics and provides senior strategic and day-to-day leadership to ensure quality programs and services for members, volunteers, participants, and community. This role will provide strong program delivery and is responsible for managing the daily operations and ensuring efficient and effective business performance and driving strategic initiatives to achieve the organization's goals.

This role has recently been re-structured aligned to our Association Strategic plan and a revitalized approach to serving our Hamilton Downtown community. This role will work collaboratively with the newly created position of General Manager Residence Operations. The successful incumbent will need to be a highly engaged leader, have strong program experience in both delivery and development. In addition, the successful candidate should have strong analytical ability, outstanding service orientation, strong organizational skills, and knowledge of business processes and functions in a multi-unit environment.

### In this position, you will:

- Provide overall branch leadership to department teams, leading with authenticity and relationship building with an aptitude for coaching and engagement of staff team.
- Responsible for the development/implementation of branch operating plans to ensure quality assurance and service excellence while respecting executive limitations of the role.
- Accountable for achieving operational goals through financial management of the branch operational and capital budgets.
- Specific focus will be on execution of the strategic plan and supporting priority neighbourhoods, youth and seniors through program delivery.
- Analyzing accounting and financial data to make data informed decisions and collection of monthly KPI's, researching and identifying growth opportunities, generating reports and giving presentations.
- Lead and facilitate branch promotions and retention strategies to support member and community engagement.
- Responsible to ensure all legislative requirements including pool operations.
- Ensures adherence to Human Resource policies and procedures across all department teams.
- Develop, implement and monitor appropriate internal policies and procedures related to the management of the branch.
- Oversee branch asset management including housekeeping for operational, purchase of service, and capital initiatives.
- Work in collaboration with the General Manager of Residence Operations to serve the Hamilton Downtown community.

**You bring:**

- Post-secondary degree in Health, Business, or a related field
- Minimum of 3-5 years' experience in a mid-management position in a results-oriented role
- Strong program delivery experience that may include youth, aquatics, fitness, or seniors with associated certifications.
- YMCA experience is preferred but not required; related work experience will be considered
- Skills in Human Resources Management, health, fitness and recreation, membership and program delivery as well as financial management
- Computer proficiency in MS Office using Word and Excel
- Highly organized with attention to detail. Excellent communication skills with the ability to both push information out and listen to gather information to formulate plans.
- Growth mindset to see and seize new revenue opportunities.
- Exhibits strong problem-solving skills in long term and immediate situations.
- Must provide a current Criminal Record and Judicial Matters Check as per the Association's policy

**Interested in applying?**

Please submit your resume by no later than closing date of October 15, 2024 by attention of:

Genevieve Hladysh, Vice-President, Health Fitness & Aquatics, [genevieve.hladysh@ymcahbb.ca](mailto:genevieve.hladysh@ymcahbb.ca)

The YMCA of Hamilton | Burlington | Brantford is committed to creating an inclusive, diverse, equitable and accessible environment. All qualified applicants will receive consideration for employment without regard to race, colour, religion, gender, gender identity or expression, sexual orientation, national origin, genetics, disability, age, or neurodiversity.

We understand the social barriers preventing individuals from applying for open roles. We encourage those from the Indigenous, 2SLGBTQIA+, BIPOC, and Disabled communities to apply.

If you need any accommodation throughout the recruitment process, please do not hesitate to contact our People, Leadership and Culture Department [plc@ymcahbb.ca](mailto:plc@ymcahbb.ca)