



Employment Opportunity

Job Title: General Manager
Department: Lanes at Membertou Bowling Alley
Reports to: Chief Operating Officer (COO)

We are seeking a General manager for Lanes at Membertou who will **spare** no expense to provide **striking** customer service for our valued guests.

The General Manager for Lanes at Membertou is responsible for the sales, profits, staffing, image and operation of the facility. They will proactively lead the bowling facility to ensure achievement of business goals in revenues, expense, profitability, customer satisfaction, inventory, and employee morale. Furthermore, the General Manager will provide customers and employees with outstanding service through friendly, quick, efficient, accurate and safe assistance.

Duties and Responsibilities:

- Responsible for the sales and profit projections as outlined by COO;
- Meet or exceed sales goals through the efficient execution of Membertou policies and procedures;
- Directly supervise staff to ensure they are in compliance with established facility goals, policies and procedures;
- Provide operational and customer service training for facility employees at all levels;
- Effectively work with the Membertou finance department to reach targets and goals;
- Ensure the facility reaches target markets and remains true to its brand by working Membertou marketing department;
- Create, prepare and submit reports to corporate such as: Daily Sales, Monthly Sales, COGS, Petty Cash, Labor Control;
- Creating weekly and monthly schedules for staff;
- Provide facility annual operations budget and sales plan to COO for review and approval;
- Know and understand all facility employees' job responsibilities;
- Proactively support any promotional activity within the facility and contribute to an effective working environment;
- Perform special projects and other miscellaneous duties as assigned by COO;
- Complies with and enforces Band Personnel Policy;
- Maintain positive relationships with Membertou's Internal and External Customers, ensuring transactions or information received on behalf of the Band and/or its members are kept confidential.
- Maintain and improve Membertou's Quality Management System as it relates to job related duties and/or department.
- Any other related duties as required by the COO.

Qualifications:

- Bachelor's degree in business administration preferred.
- 5+ years customer service and management experience in team building, sales development, strong operational skills.
- Must possess dynamic leadership skills.
- Ability to gain, demonstrate, and coach with operation knowledge.
- Ability to plan activities, set goals, effectively manage time and work.
- Shows ability to consistently contribute to the overall improvement of team/facility.
- Excellent interpersonal, communication and organizational skills.
- Preference given to Aboriginal peoples in accordance with the Aboriginal Employment Preferences Policy of the Canadian Human Rights Commission.

Resumes and Cover letters/Applications can be submitted to:

Membertou Human Resources Department

Attention: Troy Paul

111 Membertou Street

Membertou, NS B1S2M9

Or via email to:

jobs@membertou.ca

DEADLINE FOR APPLICATIONS: Thursday, August 20, 2020 at 4:30 PM

Thank you for your interest, however, only those selected for an interview will be contacted.