



**Membertou**  
*Trade &  
Convention  
Centre*

## EMPLOYMENT OPPORTUNITY

**Job Title:** General Manager  
**Department:** MTCC  
**Reports To:** Chief Operating Officer (COO)

### About Membertou & MTCC

Membertou is a progressive, urban Mi'kmaq community on Unama'ki (Cape Breton Island). The Membertou Trade & Convention Centre (MTCC) is a flagship venue for conferences, trade shows, concerts, banquets, and community gatherings—working closely with the Hampton Inn and Membertou Heritage Park to deliver seamless, culturally respectful guest experiences.

### The Opportunity

The General Manager (GM) is the senior executive responsible for the overall performance of the Membertou Trade & Convention Centre. This role owns strategy, commercial growth, operations, guest experience, financial stewardship, people & culture, and community relationships. The GM leads a multi-department team (Culinary/Kitchen & Kiju's, Sales & Marketing, Event Services/AV, Box Office, Facilities) and partners across Membertou to deliver exceptional events and sustainable growth.

### What You will Lead

- **Strategy & Growth** — Own MTCC's vision, annual business plan, budgets, revenue targets, pricing, and margin management; build a balanced pipeline across major conferences and short-cycle meetings/catering.
- **Operations & Guest Experience** — Ensure flawless, culturally respectful event delivery; champion service standards, housekeeping, food safety, and OH&S.
- **Sales & Partnerships** — Drive proactive sales, lead key bids, and deepen partnerships with hotels, tourism bodies, and community stakeholders.
- **People & Culture** — Coach department heads; build team capability, morale, retention, and service culture; uphold respectful workplace practices.
- **Community & Reputation** — Nurture relationships with Chief & Council Elders, and community partners; represent MTCC at industry and community events.
- **Risk, Safety & Compliance** — Oversee contracts, liquor and health regulations, steward accessibility, emergency readiness, and vendor compliance.

### Priority Outcomes (First 12–18 Months)

- **Win-now business:** launch a targeted sales plan for short-cycle catering/meeting revenue while progressing major conference bids.
- **Renovation readiness:** create a phased plan to navigate any renovations with minimal business disruption.
- **Team development:** strengthen training, cross-coverage, and leadership effectiveness; clarify roles and service standards.
- **System upgrades:** tighten SOPs, event handoffs, inventory/cost controls, and post-event debriefs for continuous improvement.
- **Community onboarding:** meet Council and Elders; embed cultural humility and community priorities in operations.

### Skills & Qualifications:

- Progressive senior leadership in complex, multi-department venues (convention Centre, conference hotel, arena, performing arts, or similar) with full P&L responsibility.
- Strength in sales strategy, pipeline development, pricing, forecasting, and margin management.
- Proven event-day operational excellence; able to “jump in” where needed and remain calm under pressure.
- Financial acumen: budgeting, cost control, and performance reporting.

- Relationship builder with cultural humility; experience partnering with Indigenous communities is an asset.

### **Assets**

- Professional credentials: CMP (Events Industry Council) and/or CEM (CAEM/IAEE).
- Compliance: Nova Scotia Serve Right (responsible beverage service) and Food Handler/Food Safety certification (or obtained within 60 days).
- Familiarity with the Nova Scotia Accessibility Act and accessible event planning.

### **Work Conditions**

Non-standard hours (evenings/weekends/holidays) based on event schedule; on-site leadership during major events is expected.

### **What Our Team Values in This Leader**

- Approachable, visible, hands-on leadership—present during key events and supportive of staff.
- Clear, timely communication and decisive, fair decision-making.
- High service standards and pride in MTCC's reputation and cultural values.
- Accountability for results with strong follow-through and continuous improvement mindset.
- Team builder who develops others, addresses issues early, and fosters a respectful, safe workplace.

### **Compensation & Benefits**

Membertou offers competitive compensation and benefits package commensurate with experience and qualifications. A detailed compensation range can be discussed with shortlisted candidates.

***Preference is given to Indigenous peoples in accordance with the Aboriginal Employment Preferences of the Canadian Human Rights Commission.***

To Apply: Submit your cover letter and résumé to:

Membertou Human Resources Department  
**Attention: Scott Thomas**  
 47 Autwen Ma'sl Awti  
 Membertou, NS B1S-2P5 Or via e-mail to: [jobs@membertou.ca](mailto:jobs@membertou.ca)

**DEADLINE FOR APPLICATIONS:** Friday, November 21<sup>st</sup>, 2025, at 4:30 PM AST.

***Thank you for applying, however, only those selected for an interview will be contacted. Membertou reserves the right to pause, extend or revoke this posting at any time without notice.***