



General Manager

Canlan Sports

Contact Name: Bhavan Mangat

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Contact Phone:

Closing Date:

Salary: 75-80k

Description:

Canlan Sports is the largest private-sector owner and operator of recreational sports complexes in North America. The company's success in the sports and recreation industry is attributed to a focus on innovative programming, service excellence, world-class sports communities, and an understanding of its customers' expectations and the commitment needed to deliver industry-leading participant experiences.

Job Summary

Reporting to the Regional Director Operations, the General Manager, West Dundee will work closely with Senior Management to ensure strategic business objectives are achieved. They are responsible for ensuring that the complex is managed in a manner that contributes to the achievement of objectives established in the annual operating plans, execution of programs and continuous improvement initiatives.

To this end, the General Manager will provide effective leadership and support to their reporting Managers, playing a pivotal role in upholding a culture of teamwork, mutual support, and respect. Ensuring that the Canlan Sports complex is led in a manner that actively contributes to achieving the objectives set in their annual operating plan.

The General Manager must uphold a high standard of ethics and integrity in all interactions, taking personal accountability and setting positive examples for direct reports. Their past experience in the hockey/sports industry will play a pivotal role in their success.

Accountabilities

The General Manager is accountable for:

- Adhering to the code of conduct and Canlan Sports' Core Values
- The performance within their sports complex
- Delivering against and evaluating Standard Operating Procedures
- Product and service execution to meet financial and customer retention targets

- Achieving performance plan targets and protecting margins
- Effective and timely communication & decision making
- Ensuring adherence in areas of legislative compliance and corporate policies and procedures
- Customer Experience
- Sports complex culture and employee experience
- Coaching and mentoring reporting Managers
- Succession Planning

Abilities, Attributes and Experience

- At least 5 years of in sports facility management, including strong program marketing experience (within the hockey realm) and facility maintenance.
- Entrepreneurial sales & business development skills (in a sports / recreational environment).
- Experience with the technical aspects of ice making and maintenance (preferred)
- Possess strong business acumen. Able to view the business broadly and understand resource restraints placed on it by financial, team member, management, industry, sales, and other internal/external factors.
- Experience with budget and business plan development
- Strong and effective leadership. The ability to lead and motivate groups and individuals at the middle management level. Exhibits a firm, but friendly, hands-on management style. Must “lead by example” by effectively coaching and mentoring direct reports and evaluating teams to perform all tasks within their areas of responsibility. The ability to celebrate individual successes and balance that with team success and that of the rest of the company.
- Must have a value-added mindset and be customer centric.
- Excellent written, verbal, and interpersonal communications skills
- Strong conflict management skills
- Proven ability to plan and manage operational processes for maximum efficiency and productivity.

If you are interested in this role and becoming part of the Canlan team, please apply online.

NOTE: Only those applicants under consideration will be contacted. Please accept our utmost appreciation for your interest. We are an Equal Employment Opportunity employer. Employment decisions are based on merit and business needs, and not on race, color, creed, age, sex, gender, sexual orientation, national origin, religion, marital status, medical condition, physical or mental disability, military service, pregnancy, childbirth and related medical conditions or any other classification protected by federal, provincial, and local laws and ordinances. Reasonable accommodation is available for qualified individuals with disabilities, upon request. This Equal Employment Opportunity policy applies to all practices