

## Facility Manager

### The Club

The Royal Glenora Club (RGC) is quickly approaching its 50<sup>th</sup> Year of operation. Steeped with success and history the RG is a force to be reckoned within the city of Edmonton. Most notably known internationally for its elite skating accomplishments it sits in the River valley looking out over the Saskatchewan River. The Club, just under 200,000 square feet in size, boasts a skating rink, badminton courts, squash courts, both indoor and outdoor tennis courts, fitness facility, locker room areas and significant food and beverage operation.

### Current Plans

The Club is in the midst of a major redevelopment project in an effort to bring the facilities up to standard. Presently the outdoor pool is being turned into a year round aquatics facility. Recently due to this very work the Club has suffered a huge loss and extensive water damage. This will result in a total expenditure of approximately \$20M on the facilities by the end of 2010.

### Position

The Facility Manager will report to the General Manager. S/he will be responsible for responsible for maintaining the Royal Glenora Club in excellent repair, for ensuring the cleanliness of the overall facility and for providing a safe and secure environment for our members, guests and employees.

The successful candidate will actively participate in meetings of the Management Team and will be an ex-officio member of the appropriate standing committees, bringing constructive ideas and recommendations to improve the overall facility.

The Facility Manager will provide leadership and management to all pertinent Club staff to ensure a clean, safe and secure environment for all.

## **Ideal Candidate**

The ideal candidate should have significant experience in a senior level maintenance role within a demanding customer service environment.

- A. Successful experience as a Facility Manager in a well-regarded private, semi-private or resort club with exposure to busy, complex, and changing environments.
- B. Successful experience as a Facility or Maintenance Manager in another enterprise, hospitality or recreation, with a broad range of management and personal skills and the ability to make the step to a membership environment with many shareholders and stakeholders.

In both of the above models, candidates should have an interest in and knowledge of sport to include skating, fitness, aquatics and racquet sports.

All candidates should possess skills and experience in many, if not all, of the following areas.

- Strong customer service mentality, hospitable with high standards is essential – a record of achievement in a diverse, sensitive, political and ever-changing environment involving multi-demographics – a real people person. A record of proactively leading and managing with “a mature sense of position” in a membership, volunteer-driven structure.
- Solid business skills are very important: operating within a budget, organized with good planning, exceptional customer service and communication skills and computer literate.
- Experienced in budget development, forecasting cost controls and labor management, along with staff recruitment and service training.
- Experienced in working with employees, contractors, vendors, and suppliers with a proven ability to lead both the day-to-day operations and long-range projects.
- Resourceful, strategic thinker with demonstrated ability to motivate and lead a positive productive work force, with the ability to create and execute a preventative maintenance plan.
- Experienced in the trades, mechanical, electrical, plumbing, etc would be an asset.
- Experienced in developing and executing safety and security initiatives.

## **Personal Traits**

- Unquestioned personal and professional integrity
- Mature, confident, outgoing, proactive, professional personal presence, capable of communicating openly, effectively and personally to members and staff in a warm and sincere manner – pleasant personality – a good fit with the Royal Glenora’s values and culture – very strong interpersonal skills, record displaying tact and diplomacy at all times.
- Must bring strong communication skills, oral and written – able to dialogue effectively in groups and committees – a good listener, strong “team” skills
- Strong analytical skills are important – an ability to be “hands on” but mindful of the “big picture”
- High energy, self starter, results oriented, effective time manager – well organized, a proactive personal operating style
- Candidates should be comfortable being “intelligently” visible around the club, as appropriate.