

Sports Manager

The Club

The Royal Glenora Club (RGC) is quickly approaching its 50th 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 over 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 a 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.

Position

The Sports Manager will report to the General Manager. S/he will be responsible for the strategic development of the sports programs, the effective leadership and management of the Sports Staff and for creating environment conducive to reaching personal and athletic excellence for our members.

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 Sports Programs at the Royal Glenora Club.

Ideal Candidate

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

- A. Successful experience as a Sports Manager in a well-regarded private, semi-private or resort club with exposure to busy, complex, and changing environments.
- B. Successful experience as a Sports 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 and contracted sports professionals 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 strong sports program.
- Experienced in the aquatic and arena operations 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.