



Toronto Sailing & Canoe Club

1391 LAKESHORE BLVD. WEST • TORONTO, ONTARIO • M6K 3C1

Job title	<i>General Manager</i>
Reports to	<i>The Board</i>

The Toronto Sailing and Canoe Club is a non-profit, member-run sailing & paddling club located on Toronto's Humber Bay. Nestled on a two acre site we offer access to paddlers and sailors who want to be on the water quickly. We are sheltered behind a break wall with our neighbours, the Boulevard Club to the west and the Argonauts Rowing Club to the east. Keel boats have a choice of moorings on the break wall, or swing moorings. Serious keel boat racers may dry sail their boats. Dinghies are stored on land and launched from dollies. Canoe, kayak and outrigger members have convenient racks for their crafts. Dragon Boat and Outrigger teams practice out of TS&CC in addition to some classes of the provincial and national sailing teams. The facilities include a clubhouse with hot showers, bar and grill, fireplace, dance floor and a waterside patio. Annually we host the Canadian Olympic Classes (aka Ice Breaker) Regatta. The Wayfarer association regularly holds its provincial or national competitions at our location, and there is a dedicated Wayfarer fleet in residence. Seminars are held throughout the year - anything from Harbour License certification to small engine maintenance.

Job purpose

This position will manage the TS&CC staff to ensure safe and efficient operation of the sailing school, the bar/restaurant and all club equipment and operations both on-water and off-water. The incumbent will assist the Board in implementation of the club strategy and action plans.

Duties and responsibilities

There will be various one-off/ad hoc tasks and projects, including those identified by the Board as well as those proposed by initiative of the General Manager.

The primary recurring duties and responsibilities will include (but are not limited to) the following:

- Supervise the leads of the sailing school administration, fleet program and sailing school instruction to provide a safe, efficient and enjoyable operation for all participants
 - Ensure that the administration of the registration and hiring of instructors is conducted in an efficient and timely manner
 - Ensure that the programs are conducted in such a way as to engage and provide a safe experience for the participants.
 - Ensure that the sailing school and fleet boats and equipment are in a serviceable condition that the club can be proud of and that students and instructors will enjoy through internal and external repairs.
 - Ensure that there is water taxi coverage for all identified time periods
 - Provide suggestions to improve on all programs
- Supervise the clubhouse and bar/restaurant staff to provide safe and efficient operation of the clubhouse and bar/restaurant.
 - Ensure that the Clubhouse Manager organizes appropriate staff for regular club days/nights and special occasions/rentals. Assist as necessary.

- Provide suggestions to improve on the service provided and clubhouse operations
- Assist the Fleet Captain in the organization of race management for club races and regattas.
- Assist all other directors as requested (e.g. Paddling Director re paddling events)
- Identify and implement repairs and maintenance of grounds, infrastructure and equipment
- Monitor compliance with club policies and external regulations.
- Assist Treasurer, as requested, with financial tasks
- Review and approve all staff timesheets.
- Handle club queries in a professional manner (telephone, email, text etc.)
 - Respond to potential new member questions as appropriate and refer them to the appropriate Board members (typically the Membership Director)
 - Respond to existing members questions when possible and refer them to the appropriate Board member when necessary.
- Strong sense of safety culture and ability to nurture/guide it

Qualifications

The following are the requirements to be considered for the position:

- Demonstrated ability to manage a team of people. (Professional certification is preferred)
- Demonstrated experience with sail training programs. (Professional certification is preferred)
- Strong decision making and problem solving ability
- Strong communication skills. (Verbal, email and standard office software)
- Experience with or knowledge of club bar/restaurant operations.
- Toronto Harbour License.
- Training certificates and registrations with applicable regulatory bodies ie SmartServe, Working at Heights (ladder), etc.

Impact of Error

The execution of this position carries with it responsibilities where the impact of error is not negligible. Impacts due to error include:

- Loss or damage to club property
- Loss or damage to member property
- Injury to self or others
- Monetary loss

Working conditions

The job is not a regular “9:00 to 5:00” job. The working hours are flexible with the execution of results the primary indicator of success. The individual will have to work evenings and weekends as well as regular day hours. The work is not full time and the hours worked are primarily worked from Spring until Fall.

Physical requirements

The job is somewhat physically demanding and may require extensive time on the water or helping move some heavy equipment around the site on occasion. The physical demands may include:

- Balancing
- Bending
- Climbing
- Crawling
- Carrying
- Crouching
- Driving - May include small machinery and boats of various configurations
- Hearing
- Jogging
- Kneeling
- Ladder work
- Reaching/Super-extension above and below shoulder
- Seeing
- Sitting
- Speaking
- Stair ascend/descend
- Standing
- Stooping
- Twisting
- Walking

Direct reports

As per the attached organisation chart.

Approved by:	
Date approved:	
Reviewed:	<i>To be reviewed annually</i>