

# **Royal Kingston Curling Club**

## **GENERAL MANAGER Posting**

Established in 1820, the Royal Kingston Curling Club (RKCC) is a renowned gathering place for curlers and fans alike, with a storied history of hosting Provincial events and bonspiels.

We are recruiting a General Manager to oversee daily operations of this year-round facility. Your focus will be to achieve annual strategic goals as set by the Board of Directors.

These operations include, but are not limited to: managing 5-7 staff and related payroll, processing accounts payable/receivable, maintaining & ordering bar and facility supplies, running the curling pro shop, communicating with the public, organizing rentals of club facilities, and supporting growth of the Club's membership.

Being a winter sport, the hours are longer in the fall and winter and much shorter in the spring and summer.

The successful candidate will demonstrate high proficiency and experience with the following:

- Software skills including MS Office, effective digital file management and website literacy
- financial/budget management and point of sale experience
- leadership/supervisory ability
- interpersonal and communication skills
- time management, organizational aptitude, attention to detail, and customer-service orientation

Desirable assets:

- Post Secondary diploma in Business/Sports Administration and/or relevant work experience
- SMART Serve, First Aid, CPR Level C, and AED certifications (or willing to obtain)
- knowledge of recreational curling
- experience with non-profit organizations and volunteer boards

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### JOB RESPONSIBILITIES

#### Staff Management

1. recruit, train, and supervise all bar and kitchen staff
2. optimize staff scheduling based on event volume and member usage
3. conduct performance evaluations and provide ongoing training and development for staff
4. ensure staff are trained in safety procedures and appropriate response to injuries and/or emergencies
5. work in collaboration with Ice Technicians and the Operations Committee to ensure the arena, refrigeration plant, building HVAC systems, and physical grounds are maintained to an elite standard
6. oversee and evaluate all third-party service contracts (cleaning, maintenance, repairs, security etc.)

#### Financial Management

7. collaborate with the Finance Chairperson and the Board of Directors on annual operating budget, enforce strict cost control measures, and present ideas for improvement
8. manage accounts receivable and payable, payroll administration, and point of sale operations
9. receive and review financial statements for bonspiels and special events as submitted by Bonspiel Coordinators

#### Facility and Event Management

10. oversee the operation of a fully licensed lounge, including inventory, supplier negotiations, pricing strategies, and Smart Service Compliance
11. collaborate with key Directors from the Board to support and schedule leagues, internal bonspiels, provincial/national bonspiels, and clinics
12. actively market and manage off-season and prime-time facility rentals (e.g. corporate events, summer sports leagues) to maximize revenue
13. oversee the procurement, inventory, and sales of club merchandise and curling equipment
14. ensure the cleanliness and presentation of all hospitality areas (lounge, bar, kitchen, washrooms, change rooms, and boardroom)
15. ensure that all inspections on alarm and building systems are conducted in a timely manner

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16. ensure full compliance with all federal, provincial, and municipal regulations, including AGCO (liquor licensing), health and safety standards, employment standards, TSSA and fire regulations

### Member Relations

17. serve as the first point of contact for club members and the public
18. foster a welcoming and inclusive environment
19. address members and public inquiries with a high degree of professionalism
20. support membership growth and retention through Adult Learn to Curl programs and external marketing
21. provide information and support to new curlers/potential members
22. work closely with league and bonspiel convenors

### **QUALIFICATIONS**

Post-secondary diploma in Business Administration and/or relevant work experience and a minimum of 3-5 years of progressive management responsibility, ideally in a sport/recreation club. Experience in hospitality and not-for-profit environments is preferred.

### **COMPENSATION**

RKCC offers a competitive salary based on experience and qualifications.

### **HOW to APPLY**

Qualified candidates are invited to apply by submitting a covering letter and resume to [president@royalkingston.com](mailto:president@royalkingston.com). Applications will be accepted until June 11<sup>th</sup>, 2026.