



**Job Competition**  
**General Manager – St. Mary's Entertainment Centre**  
**Permanent – Full Time**

**Reports to:** St. Mary's Frist Nation Chief & Council (Board of Directors).

**Function:** The General Manager role is a critical leadership position responsible for the comprehensive management of all aspects of the St. Mary's Entertainment Centre (SMEC). With a focus on driving efficiency and profitability, the General Manager will collaborate closely with all department heads to ensure the smooth, efficient, and effective day-to-day operation of SMEC while upholding the organization's values and principles.

**Responsibilities and Duties**

**Strategic Direction and Planning:**

The General Manager will be responsible for developing SMEC's overall mission, strategic direction, and goals. They will oversee budgeting and operating principles while providing insightful and forward-thinking guidance to approach both challenges and opportunities. The General Manager will work collaboratively with the management team to establish consistent processes and build trust and reliability throughout the organization.

**Financial:**

As the leader of revenue-generating departments, the General Manager will be responsible for maximizing revenue, maintaining financial stability, and implementing effective internal controls. The General Manager will also be responsible for safeguarding the organization's assets, optimizing revenue, and minimizing expenses. Additionally, they will manage labor and operating costs to align them with customer demand levels.

**Marketing and Communications:**

The General Manager will be responsible for developing and executing effective marketing and communication strategies to promote the organization's mission, values, and goals. They will work with the management team to ensure consistent messaging and branding across all communication channels, including social media, advertising, and public relations. The General Manager will also mentor and guide the team to enhance communication, collaboration, and planning, while providing regular reports to the board and other stakeholders. Additionally, they will actively seek out

opportunities to engage with external organizations, communities, and entities to expand the organization's reach and impact.

### **Operations and Services:**

The General Manager and Operations Manager will collaborate closely to drive the overall direction of all departments in alignment with company objectives. They will work together in making strategic decisions of significant importance. The General Manager, in coordination with the management team, will strive to enhance the performance, quality, and profitability of all SMEC activities. This includes structuring operating departments, establishing departmental goals and objectives, and ensuring operational compliance with organizational policies and regulations. They will also evaluate and adjust game formats, hours of operations, and prize payment schedules as necessary. Moreover, the General Manager, in conjunction with the Operations Manager, will monitor the quality of products and services to optimize customer satisfaction.

### **Management:**

The General Manager will directly supervise the management team, developing, communicating, facilitating, and encouraging an organizational culture conducive to achieving SMEC's goals and operating principles. The General Manager will develop and maintain relationships with business partners, local businesses, and customers. They will be supported by HR to oversee approved plans for the hiring, training, development, and retention of SMEC's policies and protocols. The General Manager will oversee team performance and resolve team conflicts. They will appraise staff performance and provide feedback to improve productivity. The General Manager will maintain accountability for the performance and evaluation of departmental managers/supervisors. They will also perform additional duties and responsibilities as necessary.

### **Technology:**

The General Manager will be responsible for driving the technology strategy of SMEC and ensuring that the organization stays current with the latest technological advancements. They will be supported by the Operations Manager to identify opportunities for technology-enabled improvements across the organization and work with the management team to implement solutions that increase efficiency, improve customer experience, and drive growth. The General Manager will develop plans to address any existing gaps in technology and ensure that the organization's infrastructure is scalable and adaptable to future needs.

### **Reporting:**

The General Manager will report regularly to the Board of Directors on the financial, operational, and strategic performance of SMEC. They will provide updates on revenue generation, expense management, human resources, marketing and communications, and technology initiatives. The General Manager will also be responsible for communicating with the community and responding to

inquiries from members of the public. They will work to maintain positive relationships with stakeholders, participate in local events, and seek opportunities to promote SMEC.

### **Qualifications, Education and Experience:**

For the General Manager role, a highly qualified individual with a post-secondary degree in business, management, or a related field is required. The candidate should ideally have 5-10 years of successful business management experience, showcasing expertise in revenue generation, financial management, and team leadership. While experience in gaming and entertainment is preferred, relevant entrepreneurial experience will also be considered.

In addition to a strong educational and experiential background, the candidate should possess excellent communication, problem-solving, and analytical skills. They should also demonstrate the ability to manage and motivate diverse teams, adapt to new technologies, and drive innovation in line with industry trends.

Furthermore, the candidate must have a clean criminal record and a valid driver's license. They should be willing to work flexible hours, including evenings and weekends.

### **Required Skills:**

- Strong problem-solving and critical thinking abilities.
- Strategic business planning and decision-making skills.
- Proficiency in data analysis and interpretation.
- Exceptional communication, social, managerial, leadership, interpersonal, and organizational skills.
- Proven ability to work effectively in a team environment, fostering collaboration and teamwork.
- Flexibility to work evenings and weekends as necessary.
- Self-motivation, initiative, effective multitasking, and prioritization.
- Delegation skills, effectively assigning responsibilities and resources.
- Proficiency in Microsoft Office and relevant business software.
- Demonstrated entrepreneurial experience and business acumen, successfully leading and growing a business or organization.
- Strong financial management and budgeting skills, focusing on revenue maximization, cost reduction, and maintaining internal controls.

- Up-to-date knowledge of relevant technologies, driving innovation and digital transformation.

**Salary:**

Based on the extensive qualifications and responsibilities required for the role, the General Manager position at SMEC offers a competitive salary range of \$75,000 to \$100,000 per year, commensurate with experience. In addition to the base salary, SMEC provides a comprehensive benefits package that includes health insurance, Blue Cross, and pension plan. This position offers the opportunity for growth within a dynamic and innovative organization, as well as the chance to make a positive impact in the community.

**How to Apply:**

To apply for the General Manager position at SMEC, please submit your resume and cover letter to:

Lisa Wilson via email at

[lisawilson@smfn.ca](mailto:lisawilson@smfn.ca)

**by Tuesday July 4<sup>th</sup>, 2023 by 4:30 PM**

In your cover letter, please highlight your relevant qualifications and experience, as well as your motivation for applying for this position. Only candidates who meet the minimum qualifications will be considered. We thank all applicants for their interest in this position, however, only those selected for an interview will be contacted.