



SEPTEMBER 2023

JOB POSTING

NORTH SHORE WINTER CLUB

Position: Chief Operating Officer / General Manager

Posting Date: September 15, 2023

Club: North Shore Winter Club

Location: North Vancouver, British Columbia



THE CLUB

Since its inception in 1958, the North Shore Winter Club has been recognized for outstanding athletics, a passionate membership, a breeding ground for future NHL players, and an excellent array of family programming. One of only two private family athletic clubs located in North and West Vancouver, the North Shore Winter Club is a member-owned club that provides elite and recreational programs and events specifically designed to meet the needs of its 2,000 plus members. Spanning over five acres, the amenities offered include 7 indoor tennis courts, 4 outdoor tennis courts, 3 ice rinks, 2 pickleball courts, a summer-time outdoor pool, fitness center, banquet rooms, cafeteria, lounge, and a much-loved summer patio called the Tiki Deck. The Club is in a healthy financial position and has numerous significant capital projects either underway or planned within the next few years.

THE POSITION

Reporting to the Board of Directors, the COO/General Manager is responsible for providing strategic leadership, direction, and management to the Club, ensuring the Club achieves its goals with respect to member satisfaction, member retention, plus sales and revenue performance goals all within the established operations budget. The COO/GM oversees eight department managers and is ultimately responsible for the satisfaction, training, and development of all team members, leading to the Club being viewed as a desirable place to work.

THE RIGHT CANDIDATE

The Club's next leader will be an empowering, engaged, visible and collaborative manager with strong financial and business acumen. They will be committed to enhancing the lives of both our members and our employees. They will have authentic and genuine interpersonal and communications skills, and be empathetic, honest, and charismatic. They know that club life is 24/7 and understand the value of being visible to the membership at various times throughout the week.

The ideal candidate has acted in the capacity of Chief Operating Officer/General Manager (or another senior management position) of a recreational club or hospitality/customer service

organization. They have experience reporting to a Board and understand effective club governance processes.

He/she/they may have a CSCM or CMAA designation, but that is preferred not required. What is required is outstanding leadership experience and well-developed interpersonal skills combined with exceptional business acumen and fiscal management. A passion for athletics, including hockey, tennis, and swimming, is a must. These are the requirements needed to play an active role in setting organizational objectives, leading a team, practicing good governance, and dealing with on-going Club initiatives and issues.

For a more detailed overview of the position please visit the News & Announcements section of the Club's website [here](#).

THE OPPORTUNITY

This exciting opportunity is available immediately and offers an attractive compensation package commensurate with experience. Interested individuals are invited to send their detailed resume and cover letter in strict confidence to James Cronk, President of The Cronk Group, at james@cronkgroup.com by no later than October 13th, 2023. Please save each file under the title "(Your Name) - NSWC COO/GM Resume (or cover letter)".

All qualified applications will be reviewed by the Board's Selection Committee, and selected interviews will be scheduled in person or via Zoom in the coming weeks. NSWC is an equal opportunity employer however candidates must be currently eligible to work in Canada. We would like to thank all applicants for their interest but please note that we will only be contacting those candidates under consideration. For questions or more information please contact us at 1-604-889-4707.