



## **JOB OPPORTUNITY: FULL-TIME DUTY MANAGER**

We require a **Full-Time Duty Manager** to assume a leadership role to which is primarily responsible for the overall supervision of Club operations. This immediate vacancy includes one regular shift on the Sunday afternoon/evening closing shift. This position is also charged with providing general security for the Club including the handling of all security-related incidents as well as medical and building emergencies. This front-line person is visible and attentive to the membership. This position will report to the General Manager. The ideal candidate requires strong diplomatic, problem-solving, multi-tasking and interpersonal skills.

### **Overview of Main Duties and Responsibilities:**

- Responsible for safety and security of all Club operations, including staff and members
- Administer Club security systems including fobs, video surveillance systems and parking enforcement
- Take the lead in cases of emergency; complete reports or guide process for all member and staff incidents or accidents while following and guiding Club Emergency Response Procedures
- Take the lead in dealing with difficult and delicate member situations
- Completes and distributes reports as required
- Conducts regular inspections of entire facility throughout shift, ensuring standards and safety
- Ensure that functions, events and regular business are set up, executed properly, with items/areas put away and/or closed up appropriately; act as “go to” person for function queries (e.g. technology, temperature, etc.)
- Work with staff to continuously improve member service at the Club in a proactive environment
- Maintain visible presence in the Club, accessible to both staff and members and intervening when required
- Act as ambassador of the Club with new and current members
- Provide coverage for Front Desk Reception for meal breaks as required

### **Job Requirements:**

- Excellent verbal and written communications skills with all levels of the organization
- Demonstrated ability to creatively resolve conflicts and problems quickly, efficiently and fairly
- High levels of initiative, enthusiasm and dedication to providing exceptional customer service
- Diplomacy, tact, and good common sense
- Strong computer and technological skills
- 1st Aid , CPR, AED and Smart Serve Certification required or willing to become certified in near future
- Continuously learn about the Club relative to its programs and services
- Demonstrated leadership skills, including the ability to motivate and coordinate others
- Available during evenings and weekends as well as flexible to cover off vacations and absences
- Hospitality and/or private Club experience required; with an emphasis on excellent customer service and troubleshooting skills

**If you feel that you are the ideal candidate, please forward your resume and cover letter in confidence by Friday, August 20<sup>th</sup> to Human Resources: [hr@torontocricketclub.com](mailto:hr@torontocricketclub.com)**

**We thank all applicants and advise while we appreciate your interest, only those candidates selected for an interview will be contacted.**

*The Toronto Cricket Skating & Curling Club invites applications from all qualified individuals. Upon request, accommodation will be provided for persons with disabilities through all stages of the recruitment and selection process.*