



General Manager (GM)

Community Futures Thompson Country (CFTC) – Kamloops, BC

Job ID: CFTC.GM 03-2017

Community Futures Thompson Country (CFTC) is part of a national economic development program that has been supporting small business and community economic development since 1985 in BC. CFTC is a non-profit organization and has been serving the area since 1987. We are a community based economic renewal initiative, helping residents to start or expand a business and to assist in sustaining and improving our community and local economy.

We provide a wide array of different business and community economic development services – including business loans, entrepreneurship development, training and coaching, and access to other expert resources – to people wanting to start, expand, franchise or sell a business, and to owners of small and medium sized businesses in the community.

We believe these services are in place to strengthen and diversify our local economy.

Accountable to the Board of Directors, the **General Manager** is the operational leader of the Community Futures organization and responsible for the delivery of the Corporation's Services, Programs, Finances, Human Resources as well as providing Support to the Board of Directors in the execution of its responsibilities.

A day in the life of the General Manager

You are a role model for the culture and values of the organization. You live and breathe our 'why' and you are passionate about our business, our clients and our people. You represent the Board of Directors and act as an ambassador by developing and maintaining effective relationships with government officers and representatives in the communities being served.

Relying on your strong business acumen, you drive strategy, develop product & programs, and oversee internal operations. You oversee internal operations including operational, financial, and people resources. You are passionate about our peoples and lead, manage, develop and motivate the staff

Key Responsibilities:

Contribute to and execute on CFTC Strategy

- Develop, implement, track, evaluate and calibrate strategies and plans for achieving the vision and goals to maintain a sustainable corporation within the policies set by the Board of Directors
- Plan, develop, negotiate, and implement comprehensive proposals for community organizations and or governments

- Manage the investment fund (loan fund) and maintain or improve the cash position of the fund.
- Provide monthly financial and operational updates to Board of Directors
- Assess internal operations on an ongoing basis, articulating short and long term needs, trends, problems, and opportunities and advise the Board on strategies to promote ongoing health and success of organization.
- Facilitate information sharing and exchange amongst stakeholders, the Board and staff to establish common understanding and commitment to goals and objectives

Product/Program Development & Management

- Initiate and develop products, programs and/or policies to respond to and meet stakeholder needs and organizational development objectives
- Evaluate and recommend opportunities that align with the corporation's vision
- Provide cost/ benefit analysis and economic evaluations on proposed products and programs
- Ensure product or service quality
- Lead the marketing, promotions and sales initiatives for products & programs

Operations Management

- Analyze and evaluate service and performance, and make changes consistent with organizational values, objectives, and standards
- Prepare forecasts and budgets ensuring revenue targets are met and expenses are controlled
- Manage community outreach and marketing and promotions of services
- Cultivate and maintain strong relationships with all stakeholders including the Board, community, staff, agencies, and other professionals
- Respond to stakeholder's suggestions, comments and complaints
- Represent and promote the company at events and associations
- Develop and implement operational procedures, policies and standards for consideration and approval by the Board

Qualifications, Skills & Experience

Some of the experience and background you need to be successful:

- Understands the organization's business, culture, and market
- 10+ years of management experience in a Not For Profit environment
- 5+ years of directly working with a Community based volunteer Board of Directors
- 5+ years of small business lending experience
- 2+ years of Work BC Employment Program British Columbia
- Extensive successful history planning, developing, implementing and evaluating programs
- Proven track record managing P&L in business operations
- Strong analytical and problem solving skills
- Proven sound decision making skills while under pressure of tight deadlines, competing priorities and viewpoints
- Excellent written and oral communications skills including the ability to make effective oral presentations
- Excellent organizational skills including the abilities to prioritize, manage time, and multitask
- Effective conflict management skills
- Proficient computer skills in a Windows environment
- Demonstrated ability to develop and execute plans (strategic, financial, operational)

- Strong people skills, including the ability to build strong relationships

Job Type: Full-time

Required Education: Bachelor's degree in business or relevant field. MBA highly preferred.

What you need to know:

- CFTC offers highly competitive compensation packages and benefits,

Interested, qualified candidates are invited to submit their resume and cover letter to:

recruiting@HBCcanada.com

- CFTC is an equal opportunity employer.
- Please note that any offer of employment may be subject to reference checks and background checks, including a criminal record check as part of the selection process
- Only qualified candidates will be contacted.
- This position will remain open until filled.