

## **Job Description: Assistant Manager**

**Location:** 170 Fleetwood Rd **Reports To:** General Manager (GM)

**Status:** Part-Time | **Sector:** Community Recreation / Non-Profit

### **Position Summary**

The Assistant Manager (AM) is a dual-faceted role essential to the success of the WRCC. You will act as the primary operational support to the General Manager, ensuring the facility runs smoothly, while simultaneously serving as a lead strategist for community engagement and revenue generation. This role requires a collaborator with a "closer" mindset—someone comfortable networking and securing financial commitments—balanced with the administrative diligence to manage a community hub.

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### **Key Responsibilities**

#### **1. Operational Leadership & Administration**

- **Executive Support:** Fulfill all duties of the General Manager in their absence and execute ad hoc tasks assigned by the Board of Directors, GM, or Program Manager (PM).
- **Facility Oversight:** In the GM's absence, provide access to and monitor contractors for repairs and renovations. Perform light cleaning or caretaking duties if the caretaker is unavailable.
- **Digital Communication:** Manage the AM email account, and indoor and outdoor digital signage and social media platforms (Facebook, Instagram, X), ensuring all inquiries receive a response within one business day.
- **Emergency Response:** Shared "on-call" responsibility for after-hours renter issues and emergency situations.
- **Tech Proficiency:** Expertly utilize Google Workspace and Microsoft Office Suite for daily operations, Canva Pro, Adobe Express, or Illustrator for posters.

#### **2. Sponsorship & Revenue Generation**

- **Sales & Negotiation:** Research, identify, and pitch to local brands. Assist in negotiating contract terms and cultivating ongoing sponsorship relationships.
- **Asset Transformation:** Identify physical and digital assets within the centre (e.g., signage, events, newsletters) and package them into marketable opportunities.

- **Financial Targets:** Collaborate with all centre roles to meet annual revenue targets for advertising and sponsorships to fund capital projects and operations.
- **Collateral Design:** Use design tools (Canva Pro, Adobe Express, or Illustrator) to create high-end, persuasive sales decks and sponsorship proposals.
- **Quality Control:** Ensure absolute accuracy in sponsor recognition, including logo placement and name spelling on all event materials.

### 3. Community Engagement & Strategic Planning

- **Partnership Management:** Establish and maintain mutually beneficial relationships with stakeholders, donors, and all levels of government.
- **Growth Strategy:** Identify new avenues for financial growth that align with the WRCC strategic and Board direction.
- **Resource Alignment:** Consult with community and internal stakeholders to define and sequence the resources (financial and human) needed for immediate and future project cycles.
- **Retention:** Maintain year-round relationships with current partners to ensure high renewal rates.

### 4. Volunteer Management

- **Strategic Recruitment:** Develop and implement outreach strategies to recruit a diverse volunteer base that aligns with organizational needs.
- **Onboarding & Training:** Design comprehensive orientation programs to ensure volunteers are well-versed in safety protocols, organizational mission, and specific task requirements.
- **Performance Oversight:** Monitor volunteer contributions, provide constructive feedback, and ensure all participants are meeting the standards required for daily operations.
- **Retention & Recognition:** Create engagement initiatives and recognition programs (e.g., "Volunteer of the Month") to maintain high morale and long-term commitment.
- **Compliance & Risk Management:** Maintain accurate records, background checks, and liability waivers to ensure all volunteer activities meet legal and insurance requirements.