



# General Manager

## Job Description

The General Manager holds a pivotal role, overseeing the day-to-day operations of the Association and reporting directly to the Canmore Minor Hockey Executive. Serving as a liaison, this individual acts as a crucial link between the Board of Directors, Hockey Alberta, participating leagues, team management, and the broader membership. The primary mission is to facilitate communication and coordination, ensuring the efficient flow of information within and beyond the Canmore Minor Hockey Association.

### **Responsibilities of the General Manager**

#### **1. Player and Staff Registration:**

- Plan and manage the player registration cycle.
- Utilize the RAMP Registration platform to ensure the collection of fees aligns with CMHA's fee structure and deadlines.
- Assist families in navigating financial assistance applications and player grant processes.
- Collaborate with the CMHA Board of Directors to determine the number of teams the association can accommodate based on ice allocation.
- Act as the primary point of contact for all matters related to player and staff registration.
- Ensure proper pre-registration of players and coaching staff with Hockey Alberta in the Hockey Canada Registry (HCR).
- Verify and maintain up-to-date qualifications and certifications for the current hockey season.
- Address any discrepancies in the HCR.
- Manage and coordinate player transfers, both incoming and outgoing.
- Maintain a waitlist following the closure of the registration period.

#### **2. Event/Season Coordination:**

- Develop the season schedule for evaluations, practices, clinics, league, exhibition, and tournament play.
- Coordinate player evaluations with the CMHA Executive Board and Evaluators and adhere to CMHA's evaluation policy.

- Coordinate and schedule additional on-ice sessions, including powerskating, skills, and camps.
- Oversee tournaments in collaboration with team tournament coordinators, to:
  - i. Manage tournament registration, payment, scheduling, communication, and game reporting.
  - ii. Handle officials' write-ups and notifications of suspensions during CMHA-run tournaments.
  - iii. Assist teams with out-of-town tournament bookings.
- Assign officials to all CMHA games, maintaining a balance based on availability.
- Assist the Referee Mentor with scheduling additional on-ice/mentorship sessions.
- Schedule, organize, and facilitate the coach/manager meeting, along with league directors and the coach/skills coordinator.
- Obtain exhibition and tournament sanctions or travel permits from Hockey Alberta.
- Distribute sanctions and permits accordingly.
- Schedule and organize Hockey Alberta-run Coach Clinics with the coach coordinator.
- Schedule and organize Officials' clinics in Canmore and Banff at the beginning of each hockey season, with the help of the Referee in Chief and Central Zone.
- Assess ice requirements and negotiate with the towns of Canmore and Banff as the primary point of contact.

### **3. Team Coordination:**

- Serve as the point of contact for team managers regarding league and game regulations.
- Ensure teams meet mandatory certifications, including Respect in Sport, Volunteer Screening, and coach certifications.
- Add affiliates to teams in the HCR and educate teams on affiliate usage rules.
- Oversee the use of CMHA-owned equipment in coordination with the Equipment Manager.
- Manage inventory, purchase equipment, and distribute it while enforcing usage agreements with Team Managers.
- Work with teams to submit blackout date requests within league scheduling windows and rules.
- Ensure timely submission and updating of all team documentation (rosters, contacts, affiliates) to each league.
- Coordinate team practices, league registration, photos, and games.

### **4. Communication and Collaboration:**

- Work collaboratively with the CMHA Board of Directors and committees to implement initiatives and improvements as needed.

- Act as the liaison and primary point of contact with governing bodies, including the Central Alberta Hockey League, Rockies Hockey League, Rocky Mountain Female Hockey League, and Hockey Alberta.
- Distribute league communications to team management, informing them of updates to league policies, game regulations, and playoff details.
- Sending communications, along with the Communications Director, to the membership with season updates, offerings, etc.

#### **5. Website Management:**

- Manage the association website, keeping information updated, relevant, and easy to navigate.
- Provide a centralized resource for members and non-members, including meeting minutes, registration information, handbooks, policies/procedures, and bylaws.
- Promote upcoming opportunities and events and share relevant news.

#### **6. Policy/Committee Management:**

- Coordinate policy updates and foster a culture of continuous improvement in policy and procedure management.
- Engage stakeholders and committees to gather feedback, identifying opportunities for enhancement or refinement.
- Monitor and ensure compliance with established policies, procedures, and General Bylaws, conducting periodic audits for assessment and improvement.
- Effectively communicate policy changes or updates to stakeholders, ensuring awareness and understanding.

#### **7. Administrative Duties:**

- Manage emails and correspondence.
- Organize the Annual General Meeting (AGM) and monthly Board meetings.
- Attend all CMHA Executive meetings, including the AGM.
- Record all meeting minutes and upload to the website.
- Review league deadlines, policies, and regulations before each season.
- Provide monthly registration and scheduling reports.
- Oversee action items, ensuring timely completion.
- Maintain AGLC Requirements in collaboration with the CMHA Bookkeeper.
- Work with the Treasurer on budgeting for ice and tournaments.
- Oversee the annual gaming application process (Casino, Raffle, and 50/50 licenses) in coordination with the Treasurer.
- Review monthly ice and referee invoices.
- Monitor ice usage and returns during the season, including playoffs.
- Estimate ice and referee needs (and budgets) for the upcoming season.
- Conduct fundraising coordination on behalf of CMHA ( grant applications )

## **Job Qualifications and Required Skills**

Candidates who possess a mix of education and experience, who are equipped with the necessary skills and knowledge, are eligible for consideration.

The ideal candidate for this position should have:

- 3-5 years' experience with sports team registration, management, and communication software.
- Proven administrative expertise showcasing strong organizational, time management, and problem-solving skills.
- Proficiency in office software such as Microsoft Office (Excel, Word) and Google Workspace.
- Excellent written and oral communication, interpersonal skills, and the ability to handle confidential information discreetly.
- Integrity and professionalism in managing sensitive matters.
- Adaptability, flexibility, and a track record of meeting deadlines in a dynamic work environment.
- Ability to work independently, prioritize tasks, and maintain high standards.
- Strong attention to detail and accuracy, with a willingness to complete projects to high standards.
- Experience with records management, report writing, and basic knowledge of accounting principles.
- Knowledge of Hockey Canada's rules and regulations, Hockey Alberta procedures and Bylaws, including experience with the Hockey Canada Registry.
- Analytical skills for policy planning and identifying opportunities.
- Ability to interpret and follow business documents such as policies, procedures, manuals, and other related documents.
- Financial planning, auditing, and budgeting skills.
- Proven ability in fostering positive relationships and a genuine commitment to maintaining trust, accountability, and transparency.

## **Work Environment:**

The Operations Manager should be prepared for a non-traditional, flexible work schedule, including evenings and weekends. The role involves seasonal busy periods with high time demands, occasional travel, and attendance at executive and other meetings.

## **Salary and Benefits:**

Salary will be commensurate with experience.