

POSITION DESCRIPTION

GENERAL MANAGER

Fernhill was founded back in 1848, almost two decades before Confederation. Ancestors and descendants meet at Fernhill Cemetery on 80 hectares of mature trees, gardens and meadows interlaced with 80 kilometers of walking paths and roadways. Funeral technology is an evolving science of which we are proud to be on the forefront. There is always new work being done on the grounds, new plantings and landscaping.

Not only is Fernhill a resting place for friends and family, it is a destination for historians tracing genealogy, for horticulturalists studying a mature park setting, for walkers and joggers seeking a measure of peace, tranquility and gentle exercise.

Position Overview

Reporting to the Board of Directors the General Manager is responsible for the management of the Company and all of its operations in accordance with such By-Laws, Policies, Regulations and instructions from the Board of Directors as may from time to time be applicable.

The General Manager has the primary leadership position in the Company with respect to training and mentoring of all employees, promoting a safe and healthy workplace, and good employee morale.

The General Manager is responsible for reporting on the operations of the Company to the Board of Directors at quarterly and annual meetings and at any other time as may be required. It is expected that the General Manager will provide advice and input to the Board of Directors to assist them in their oversight of the Company.

The General Manager has the authority to act on the following matters:

- Ongoing and daily decisions relating to the operations of the Company
- Performance management of approx. 6 - 15 employees including periodic regular reviews, coaching, mentoring and where appropriate, discipline up to and including termination of employment
- Hiring recommendations for consideration by the Board of Directors
- Staff compensation recommendations, such as salaries, benefits etc. for consideration by the Board of Directors
- Administers payroll and related functions
- Reports to regulatory bodies as required from time to time
- Management of the overall operating budget, but not including over budget expenditures

COMMUNICATIONS:

In the course of performing the responsibilities of this position communication with a number of individuals and organizations is required including the following:

- Board of Directors
- All Cemetery Staff
- Families and Visitors
- External industry clients (funeral homes, other cemetery managers, etc)
- Contractors

RESPONSIBILITIES

The typical tasks that are specific to this position include, but are not limited to the following:

- Provide strategic advice to the Board of Directors regarding opportunities for enhancing the future of the Company

- Create and maintain strong processes for recruitment, retention, employee development and reviews and succession planning
- Prepare business plans for recommendation to the Board of Directors
- Promote and preserve the Company's reputation and foster a culture of ethical business conduct
- Manage web site content and design
- Remain current with legislative and regulatory requirements and ensure that the Company is in compliance
- Ensure that employees are trained in areas where compliance with legislative, regulatory or Company requirements intersect with their roles and responsibilities as employees
- Ensure adherence to the Accounting Policies and Procedures Manual
- Prepare monthly financial statements
- Oversee trust accounts, provide information for year end audits
- Oversee invoicing, payables, and signing of cheques or execution of electronic payments
- Oversee payroll operations and government remittances
- Manage operating and capital budgets
- Preparations for Board of Director meetings including reports, packages, and presentations
- Delegate responsibilities to staff and supervise their work
- Oversee the maintenance of buildings, grounds and equipment
- Analyze problematic situations and occurrences and provide solutions to ensure organizational stability and growth
- Ensures excellent customer relations and service

QUALIFICATIONS:

- Post-secondary education preferred and/ or a proven understanding of success in the service industry
- 5 + years management experience
- Proficiency with Microsoft and Outlook
- Demonstrated competency in strategic planning and business development
- Working knowledge of cost analysis, fiscal management, and budgeting functions

- Ability to interact effectively with employees, clientele, and the local community to ensure service requirements and market conditions are anticipated and understood
- Possess a natural ability to build and work within a team environment
- Strong problem-solving, delegation, coaching, conflict resolution and interpersonal skills
- Ability to work a flexible schedule including weekends and holidays
- Excellent communication and interpersonal skills
- Highly effective project management, prioritization, multi-tasking, and time management skills to meet deadlines
- Ability to respond quickly in a unique and changing environment
- Must be entrepreneurial minded and have a strong desire to lead, mentor and succeed
- Ability to interact with empathy when dealing with clients, their families and guests
- Ability to manage employees in a fair and respectful manner
- Predisposition to excellent customer service
- Ability to conduct interactions with contractors, funeral homes, and other organizations in a business like and prudent manner protecting the Company's reputation and assets.